



## NATURE AND SCOPE OF ADVICE & TERMS OF ENGAGEMENT

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## Who are OneStop Financial Solutions?

Matt Willoughby Limited, trading as OneStop Financial Solutions is a Financial Advice Provider (FSP702911). We hold a Full licence issued by the Financial Markets Authority, allowing us to provide Financial Advice. Our company contact information is:

Phone: 021 022 17130

Email: [matt@onestopfs.co.nz](mailto:matt@onestopfs.co.nz)

Address: 2/26 Aviemore Drive, Auckland 2010

Website: [www.onestopfinancial.co.nz](http://www.onestopfinancial.co.nz)

## Who am I?

I, Andreas Wijaya am a Financial Adviser (FSP1008129), and I am giving advice on behalf of Matt Willoughby Limited trading as OneStop Financial Solutions. My contact details are as follows:

Name: Andreas Wijaya

Phone: 021 791 712

Email: [andreas@onestopfs.co.nz](mailto:andreas@onestopfs.co.nz)

Address: 2/26 Aviemore Drive, Auckland 2010

## How we work

I work in the following manner;

- We will agree on areas of advice requirements & establish our terms of our engagement.
- I will get to know you and gather all necessary facts of your situation and identify your specific needs and objectives.
- I will then analyse and research your circumstances & develop strategies to meet your needs and objectives.
- I will prepare & present a statement of advice outlining my recommendations & implement any such agreed recommendations.
- I will facilitate the application process for agreed products and services.
- I will monitor the implementation & review these strategies and actions on a regular basis ongoing for as long as this professional relationship continues.
- I also provide an ongoing service of assisting you in managing the re-fixing of your mortgage facilities.

## Nature & Scope of Advice

I provide personalised advice to clients about their mortgages. I only provide financial advice about products from certain providers:

For mortgages, I work with the following lenders

- ANZ, ASB, BNZ, Westpac, SBS, Co-Operative Bank, Kiwibank, AIA Go Home Loan, Resimac, Bluestone, Liberty, Avanti + other non bank and asset lenders from time to time.

The nature of my advice is limited as outlined above. I will not provide you with financial advice on products other than those identified above.

## Conflicts of Interest & Incentives

The company also receives commission from the relevant bank should you take out a mortgage following my advice. The commissions are between 0.55% and 0.85% of the value of the mortgage. The amount depends on which bank and what type of mortgage you choose. In addition, I may receive a commission of between 0% and 0.20% of the remaining balance each year for continual servicing

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sport events, hampers or other incentives.

To ensure that myself, OneStop Financial Solutions and all of its advisers prioritise the clients interests above their own, we follow an advice process that ensures our recommendations are made on the basis of the clients goals and circumstances. Myself and all our financial advisers undergo annual training about how to manage conflicts of interests, and the gifts and incentives we receive. OneStop Financial Solutions also undertakes a compliance audit, and a review of our compliance programme is undertaken annually by a reputable compliance adviser.

## Fees and Expenses

As mentioned above, OneStop Financial Solutions and myself are usually paid a commission from the financial product providers we work with. This means our service is typically free to you, however there are some lenders we work with that do not pay commission. In the event of using one of these lenders we will charge a fee for our services. Generally fees can be added to your loan facility. Any fees will be discussed with you and outlined in writing for you to agree on before any work is commenced.

OneStop Financial Solutions **may** also charge a fee for the financial advice provided to a client where the client discharged a mortgage/loan within a 27 month period. This fee is to cover the costs required to be paid back to the lender by myself and OneStop Financial Solutions, meaning myself and OneStop Financial Solutions are still remunerated for the work previously done for you. If a new mortgage is taken through us, then no fees would be payable. Whether a fee will be charged, the manner in which it would be charged and the

amount will be clearly discussed with you and provided in writing in our separate clawback agreement.

## Complaint Handling and Dispute Resolution

If you are dissatisfied in any way with the service provided to you by myself of OneStop Financial Solutions, you can make a formal complaint by contacting Matt the Director at [matt@onestopfs.co.nz](mailto:matt@onestopfs.co.nz) or on 021 022 17130. You can make your complaint verbally, by email or letter.

We will acknowledge your complaint within 2 days and try to resolve your complaint within 10 days. We may need to ask you for further information or agree on an extension if the issue is complex or there are issues outside our control.

If we cannot agree on a resolution you can contact our independent external dispute resolution scheme, Financial Dispute Resolution Service.

Financial Dispute Resolution Service is an external financial dispute resolution scheme approved by the Minister of Consumer Affairs under the Financial Service Provider (Registration and Dispute Resolution) Act 2008.

The Scheme can be contacted at [www.fdrs.co.nz](http://www.fdrs.co.nz) or 0508 337 337.

They will investigate your complaint and work to facilitate an agreed resolution. If this is not possible the Scheme may make a formal decision which is binding on OneStop Financial Solution, but not you unless you accept the decision. The process is free to you and the Scheme will assist you to lodge your complaint.

## Duties Information

OneStop Financial Solutions and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way we give advice.

We are required to:

- Give priority to your interests by taking all reasonable steps to make sure our advice is not materially influenced by our own interests
- Exercise care, diligence and skill in providing you with advice
- Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice)
- Meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice)

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>.

## Reliability History

Neither Matt Willoughby Limited, Trading as OneStop Financial Solutions, nor I have been subject to a reliability event. A reliability event is something that might materially influence you in deciding whether to seek advice from me or OneStop Financial Solutions. As an example, it would include legal proceedings against me, or if I had been discharged from bankruptcy in the last four years.

## Privacy Policy

We comply with the New Zealand Privacy Act 2020. In order to provide our services we are required to obtain and hold certain information as outlined below:

We collect personal information from you, including information about your:

- Contact Information
- Financial Information
- Medical Information

We collect your personal information in order to:

- Provide advice that is correct for your situation and your needs, as well as facilitate applications for things such as Insurance, Mortgages and KiwiSaver.

Besides our staff, we may share this information, only with your permission with:

- Other Financial Service Providers such as insurers, banks and KiwiSaver providers as is required to assist in obtaining an insurance policy, bank or joining and KiwiSaver provider.

If you choose not to provide the necessary information that is required, unfortunately we'll be unable to provide our services.

We keep your information safe by storing it in a secure CRM and only allowing the necessary and required staff access to this information.

We keep your information for as long as you are a client of myself or OneStop Financial Solutions, so we have all relevant and past information. If you cease being a client of myself or OneStop Financial Solutions we will no longer hold your information on file, securely removing all digital and any physical records.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at [service@onestopfs.co.nz](mailto:service@onestopfs.co.nz), or 021 082 19480, or visit us at 2/26 Aviemore Drive, Auckland 2010.

## Your Obligations

Any advice or product implementation provided as a result of this needs analysis can only be as good as the information received from you, so I ask that you provide me with the correct information I request. Without relevant and correct information about your personal and financial situation I run the risk of giving advice that is not appropriate for your needs. If you are unsure as to why I need certain information please ask so that I can explain.

## Acknowledgement

I / We acknowledge that we have read through the above information and disclosures:

- Contact & Licencing Information
- Nature & Scope of Advice
- Conflicts of Interest & Incentives
- Fees and Expenses
- Complaints Handling and Dispute Resolution
- Duties Information
- Reliability History
- Privacy Policy

Client name: \_\_\_\_\_

Client name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_