

## Stage 1 Disclosure – Publicly available information

### Important information about our business

Wayne Bishop Group Finance Limited (FSP1008592, trading as Enable Finance Group) is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority (FMA) to provide financial advice services.

#### **Our office contact details**

Address: 5 Bush Street, Unit 2b, Levin, 5510, New Zealand

Phone: 027 3388035

Email: [shaun.t@wbg.co.nz](mailto:shaun.t@wbg.co.nz)

Website: [efgroup.co.nz](http://efgroup.co.nz)

### Nature and scope of the advice

We provide financial advice to our clients about the following financial advice products for non-commercial and commercial lending:

- Mortgage products including new purchase, refinance, top-ups, construction, refix, restructure and debt consolidation.
- Personal loan products including car loans, asset loans, debt consolidation

We arrange approvals for new loans, negotiate rates and terms, advise on lending structure and arrange loan documentation so that the loan can be settled. We also review, renegotiate and restructure existing loans.

We can also introduce you to other specialists to provide you with advice in areas outside of our expertise.

We can advise on mortgage and loan products from the following lenders:

- ANZ Bank New Zealand Limited
- ASB Bank Limited
- BNZ
- Westpac New Zealand Limited
- Kiwibank Limited
- ASAP Finance
- Avanti Finance Limited
- Basecorp Finance
- BIZCAP NZ Limited
- The Co-operative Bank Limited
- Conrad Funds Management Ltd
- Bank of China (New Zealand) Limited
- Bluestone Home Loans
- China Construction Bank
- Cressida Capital
- DBR Property Financiers
- Finbase
- First Mortgage Trust
- Funding Partners Limited
- Heartland Bank Limited

- Liberty Financial Limited
- Pepper Money NZ
- Plus Finance
- Prospa NZ Limited
- Resimac Home Loans Limited
- SBS Bank
- TSB Bank Limited
- Sovereign/AIA
- Pallas Capital Limited
- Southern Cross Partners Limited
- Unity Credit Union

## Fees or expenses

We will charge a fee for the financial advice that is provided to you. The fee charged will depend on the nature of the financial advice and service that we provide. We charge a fee for standard loan origination for both commercial and non-commercial lending. For non-commercial lending, the fee will range from \$300 to \$400 plus GST. For commercial lending, the fee will range from 2% - 5% of the loan.

The exact fees we will charge will be confirmed at the time the advice is provided. All of our fees are payable prior to the loan drawdown.

We may also charge a fee when we must repay commission to a lender. This occurs if you cancel your loan within a period of up to 28 months of inception. The fee we will charge will be based on the amount of commission Enable Finance Group must pay back to the lender which reduces on a sliding scale based on the length of time you have had the loan. The closer to the end of the clawback period you are when the loan is repaid, the lower the fee. We will advise you of what this fee will be, as soon as it is known, and in advance of you providing us with your authority to proceed with putting the loan in place.

## Conflicts of interest, commissions and incentives

Enable Finance Group receives commissions from the lenders through which we place business. For home loans, the amount of the commission is based on the amount of the loan. This commission is typically a percentage between 0.35% to 0.85% of the loan value and may be paid upfront, or as a combination of upfront and trailing commission paid over the life of the loan.

We may receive a referral commission from our partners when we refer you to them for financial advice products related to general insurance and the KiwiSaver Scheme. The referral commission for general insurance is typically 10% upfront upon issuance and 10% on renewal. For the KiwiSaver Scheme, the referral commission is usually \$150. We will disclose this to you whenever we make a referral.

Our employed advisers receive salary and are eligible to receive incentive payments if a certain level of overall performance is achieved, based on many factors such as good conduct and client care, as well as meeting volume targets).

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances

- All our advisers undergo annual training about how to manage conflicts of interest
- We maintain registers of conflicts of interest and of gifts and incentives received. These registers are monitored regularly, and additional training is provided as required
- We undertake an annual independent Compliance Assurance Review by a reputable compliance assurance provider.

## Complaints handling and dispute resolution

If you are not satisfied with our service or financial advice, please tell us as soon as possible.

Call: 027 3388035

Email: [shaun.t@wbg.co.nz](mailto:shaun.t@wbg.co.nz)

Write to: 5 Bush Street, Unit 2b, Levin, 5510, New Zealand

When we receive a complaint:

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint
- We will contact you by phone, email or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints process, you can contact our external disputes resolution scheme, Financial Services Complaints Limited (FSCL) - A Financial Ombudsman Service. FSCL provides a free and independent dispute resolution service that may help to resolve your complaint if we haven't been able to do so to your satisfaction. To contact FSCL:

Call: 0800 347 257

Email: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

Write to: PO Box 5697

Wellington 6140

## Duties information

Enable Finance Group and our advisers have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

- give priority to your interests;
- exercise care, diligence, and skill;
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services
- meet standards of ethical behaviors, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.