

## 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 1D, Levin, 5510, New Zealand

Phone: 0226522442

Email: [lili.r@efgroup.co.nz](mailto:lili.r@efgroup.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 do not provide advice for:

- Legal or Estate planning
- General Insurance or personal insurances
- Investment products (e.g. Shares, Kiwisaver or managed funds)

We may refer you to third parties who can provide these services, and we may receive a referral commission.

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
- Enable Finance Group
- The Lending People Limited
- Conrad Funds Management Ltd
- 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
- SBS Bank
- TSB Bank Limited
- Sovereign/AIA
- Pallas Capital Limited
- Simplify Holdings New Zealand Limited
- Southern Cross Partners Limited
- Unity Credit Union
- Vincent Capital Limited
- Welcome
- Xceda Finance Limited
- XE

## Fees or expenses

Enable Finance Group charges a fee when providing the loan funds for both commercial and non-commercial lending. For non-commercial lending, the establishment fee will be \$1000 inclusive of GST. For commercial lending, the fee will range from 2% - 5% of the loan. (Please note: The establishment fee includes costs associated with loan processing, documentation, and settlement coordination).

The exact fees we will charge will be confirmed prior to the loan being drawn down and is clearly provided with the pre-approval. Our fees are payable prior to loan drawdown or upon settlement. In some cases fees may be capitalized into the loan. The payment structure will be confirmed with you prior to settlement. Where fees are capitalised, they are added to the loan balance and may increase the total amount you repay over the life of the loan.

Enable Finance Group will not charge you a fee for any financial advice given even if you decide not to go ahead with the application or proposed lending. The lender pays Enable Finance commission if your loan is successfully settled and a clawback recovery fee may apply as detailed below.

### Clawback Recovery Fee

In most cases, we will absorb any clawback of commission and will not pass this cost on to you. However, Enable Finance Group reserves the right to charge a clawback recovery fee in limited circumstances, specifically where:

You provided inaccurate, incomplete, or misleading information during the advice process that materially affected the loan structure or lender selection; or  
Your loan is repaid, refinanced, or restructured within 12 months of settlement in circumstances that were within your control and not disclosed to us at the time of advice.

How the fee is calculated: Where a clawback recovery fee applies, it will be calculated at an hourly rate of \$200 per hour for the time spent on your application, up to a maximum of \$2000. This potential fee is disclosed to you at the time advice is provided. This fee is intended to recover reasonable costs associated with work already completed.

Examples of when a clawback recovery fee may apply:

You knowingly withheld information about an intention to sell the property or repay the loan within 12 months

You provided false income or liability information that resulted in a loan being approved and subsequently unwound

Examples of when a clawback recovery fee will NOT apply:

A genuine change in personal circumstances (e.g. job loss, relationship change, health event)

A decision to refinance due to a better rate being available in the market where you have come back to do so with your original adviser

Early repayment due to an unexpected windfall (e.g. inheritance)

## 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 between 0.35% and 0.85% of the loan amount 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@efgroup.co.nz

Write to: 5 Bush Street, Unit 1D, 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 behavior, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.