

IWIINVESTOR DISCLOSURE

Name of Company:	Taupō Moana Investments Limited
Trading Name:	IWIinvestor
Registration number:	FSP623349
Address:	Unit 8/e, 72 Totara Street, Taupō
Telephone number:	07 378 7644
Email address:	info@iwiinvestor.co.nz
Website:	www.iwiinvestor.co.nz
This disclosure statement was prepared on:	15 March 2021

It is important that you read this document

This information is important. It should help you make and an informed decision on which financial adviser to choose. We may also give you other information that can help with the financial decisions you make.

Licensing information

Taupō Moana Investments Limited (TMI) FSP623349, trading as IWIinvestor is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Nature and scope of the advice

Financial Advisers at IWIinvestor are qualified to provide financial planning and investment advice in relation to the following products; a wide range of managed funds, Foreign Investment Funds (FIFs), listed NZ and global equities and bonds, term deposits and cash.

We do not provide advice on other financial planning issues such as insurance, taxation, legal or regulatory advice, estate planning, direct property or real estate advice, or asset protection.





All product providers IWIinvestor uses undergo a regular due diligence process to ensure their investment products continue to meet our criteria for our clients. We currently use products from the following providers:

- ANZ Institutional Bank
- BNZ Corporate and Institutional Banking
- Kiwi Bank
- Nikko Asset Management NZ
- BlackRock
- Simplicity NZ
- Dimensional
- Daintree Capital
- Vanguard
- Kernel Wealth
- Mint Asset Management NZ

Fees and expenses

When specific investments and investment services are recommended to you, we will provide you with a separate fee schedule setting out the specific fees that you will be charged for the advice and/or services provided. A summary of the nature and level of the fees you may be charged is as follows:

Advice only Fee

If the advice is not part of an on-going management service agreement a one-off fee will be charged depending on the complexity of advice.

Advice and Portfolio Management Service Fee

Advice and Portfolio Management Service Fees are charged for the advice, development and implementation of your portfolio, ongoing monitoring and management, research and performance reporting. The fees are based on the value of your portfolio.

Administration and Custodial Fees

As part of the portfolio management service IWIinvestor uses an independent Investment Platform and Custodian. The Platform provides efficient portfolio implementation, administration, monitoring, and reporting functions. Administration and Custodial fees are charged for the use of this Platform and Custodial services and are based on the value of your portfolio. These fees are paid to the Platform administrator. We currently have a service agreement with FNZ Limited to provide these services.

Brokerage and transaction Fees

In implementing and managing your investment portfolio, brokerage fees plus any agency transaction and settlement fees may be charged on certain investment products. This does not generally apply to managed funds and money market securities. The Platform administrator may also charge a margin on your funds held in their Client cash management account as well as charging a margin on the exchange rate applied in respect of any trade and non-trade related transactions involving the conversion of currencies.

Unit Trust and Managed Fund Fees

Each of the underlying unit trusts or managed funds have different management fees, charged by the managers, implicit in their unit prices. The fees are detailed in the Product Disclosure Statements for each of the funds in your portfolio and are available on request.



Where possible IWIinvestor will negotiate lower fees with Fund Managers. Often the fund manager will deduct their standard fee and rebate the difference. In such cases you will receive fee rebates directly into your investment account.

Entry or Exit Fees:

There are no entry or exit fees payable to IWIinvestor or FNZ for the use of the Investment platform.

Payment of Fees:

Fees are direct debited from the client investment portfolio approximately 5 working days after month end. All fees, expressed as percentages per annum, are calculated daily and paid monthly for the previous month. This excludes brokerage or transaction fees which are deducted at the completion of each trade. The exact fees we will charge will be confirmed at the time the advice is provided.

Conflicts of interest and commissions

Our advisers receive a salary as an employee of Taupō Moana Investments Limited. They do not receive any other incentives or commissions from product providers based on the financial advice they provide you. However, they may be eligible to receive an annual discretionary bonus if a certain level of overall performance is achieved. The amount is based on many factors such as good conduct, behavioural competencies, productivity and meeting key performance indicators.

From time to time, our advisers or staff may receive certain non-monetary benefits from product providers. This could include gratuities such as a bottle of wine at Christmas time, a free calendar, adviser resources, the occasional luncheon, subsidised professional development, or discounted training courses.

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 interests and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review by Strategi.

Complaints handling and dispute resolution

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

Call: 0800 494 468 or 07 378 7647

Email: info@iwiinvestor.co.nz

Write to: The Manager

IWIinvestor

P.O. Box 688

Taupō 3351

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 receipt of the complaint in writing to the complainant within 5 working days. We may contact you to get further information about your complaint.
- Keep a record of progress of the complaint



- Supply a copy of the complaint and supporting documentation to the adviser seeking an explanation from them
- If the adviser's explanation does not satisfy the complainant, refer copies of the complaint and any correspondence to the Board for further investigation. It is normal practice for each party to the complaint to receive a copy of submissions made by the other party.

If we cannot agree on how to fix an issue, or if you decide not to use our internal complaints scheme, you can contact our Financial Dispute Resolution scheme. This service will cost you nothing and will help us resolve any disagreements.

Contact details for the Financial Dispute Resolution scheme are:

Call: 0508 337 337

Email: enquiries@fdr.org.nz

Write to:

Level 9, 109 Featherston Street, Wellington 6011

Freepost 231075

P.O. Box 5730

Wellington 6145

Duties information

Taupō Moana Investments Limited 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; and
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.