

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:	25 May 2021

It is important that you read this document

This information is important. It should help you make 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. We also hold a Discretionary Investment Management Services (DIMS) licence granted by the FMA.

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 and services; a discretionary investment management service, 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. The product providers we work with include but are not limited to:

- Nikko Asset Management NZ
- BlackRock
- Simplicity NZ
- Dimensional
- Daintree Capital
- Vanguard
- Kernel Wealth





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:

Category	Description	Amount
Advice only Fee	If the advice is not part of an on-going management service agreement a one-off fee will be charged.	The one-off fee depends 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 a percentage per annum of the value of the assets held in the portfolio, plus GST. These fees are paid to us directly from your portfolio.
Administration and custody	As part of the portfolio management service IWInvestor uses an independent Investment Platform and Custodian. The Platform provides efficient portfolio implementation, administration, monitoring, and reporting functions. We currently have a service agreement with FNZ Limited to provide these services.	The fees are based on a percentage per annum of the value of the assets (excluding cash) held in custody. These fees are paid to the Platform administrator directly from your portfolio.
Transaction fees	In implementing and managing your investment portfolio, various transaction charges on the sale, purchase or transfer of securities may apply; brokerage fees, agency transaction fees, break fees, asset transfer fees, buy/sell spread and currency exchange margins.	The fees may be applied as either as a percentage of the value of the transaction, a flat fee, a minimum fee, or a combination of these fees. Details of these fees are disclosed when the advice is given.
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.	The fees are based on a percentage per annum of the value of the assets held. Where possible IWInvestor will negotiate lower fees with Fund Managers. In such cases it is our policy to direct these fee rebates back to the client's portfolio.
Funds on call	The Platform administrator may also deduct and retain an administration fee in the form of a margin from the interest paid on the money they hold in a bank account on your behalf.	The amount they deduct depends upon the currency in which the funds are held, and the amount of interest that your funds at the bank receive. These are specified in the Platform Administrator's Disclosure Statement.
Entry or Exit Fees	There is no entry or exit fees payable to IWInvestor or FNZ for the use of the Investment platform.	No fee charged



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.

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.

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 or Email: enquiries@fdr.org.nz

Write to: 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.