



# Terms of **engagement**

## Who am I

Adviser Holly Rogers

Company KHR Limited T/A Holly Rogers Mortgages

Contact Details 38 O'Reilly Road, Lincoln, Christchurch, phone 027 2020270  
email: [holly@hollyrogers.co.nz](mailto:holly@hollyrogers.co.nz), website: [www.hollyrogers.co.nz](http://www.hollyrogers.co.nz)

## What we do

I am a registered Financial Adviser who specialises in providing advice and transactional solutions for clients in the area of Mortgage. I have an arrangement in place where I refer any Risk Insurance services that are required to a third party.

## How we work

I work in the following manner:

- We will agree on areas of advice requirements and establish our terms of 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 assess your risk position and make you aware of insurances you should consider
- I will facilitate the application process for agreed products and services
- I will prepare and present a Statement of Advice outlining my recommendations and implement agreed recommendations.
- I will monitor the implementation and review these strategies and actions on a regular basis.
- I also provide an ongoing service of assisting you in managing the re-fixing of your mortgage facilities and processing any insurance claim requirements you may have.

## Experience and Qualifications

I have over 25 years experience in the finance industry, 10 years as a Branch Manager directly responsible for lending performance, quality and processes. The past 3 years I have been a Mobile Mortgage Manager where my duties were to provide quality Mortgage Lending. I am now owner/operator of Holly Rogers Mortgages and operate as an independent Mortgage Adviser.

## Product Providers

I am an Accredited Adviser with the following companies and recommend the products and solutions I think best fit your circumstances and requirements:

### 1. Mortgage Providers

*ANZ, ASB, BNZ, Westpac, The Co-op Bank, Resimac, Sovereign Home loans, Southland Building Society (SBS), Taranaki Savings Bank (TSB), NZCU South, Cressida Capita Ltd, DBR Property Financiers, Heartland Bank, Liberty Financial and Southern Cross Financial*

## How we get paid

On settlement of a mortgage, I receive commission from the above product providers I deal with. The commission is generally upfront but may also include a small renewal or trail commission. I do also receive a fixed rate roll over fee from some providers if I assist in the re fixing of your loan.

A full schedule of all providers and their commission rates is available on request.

In the rare event that you may require me to act on your behalf in a transaction whereby I do not receive a commission from the above panel of providers, or you request me to act on your behalf with a provider we do not hold an accreditation with I may charge a one-off fee for this work. Any such fee would be agreed in advance and authorised by you in writing.

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 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.

## Privacy Act

1. It is understood that any information gathered for this needs analysis is personal and I undertake to keep this information confidential and secure.
2. The [Privacy Act 2020](#) gives you the right to request access to and correction of, your personal information.

Information provided by you and or any authorised agent will be used by me and any members of my staff for the purpose of providing advice to you and may also be used by any:

- a) product or service provider when implementing any of my/our recommendations or variations thereof.
- b) compliance advisers, assessors or by any claims investigators who may need access to such information; and
- c) Other professionals such as solicitors, accountants, finance brokers, financial planners when such services are required to complement this advice and as requested by you.

3. The information will be held by me at: 

38 O'Reilly Road, Lincoln Christchurch

## Scope of Service and Engagement

The following are the areas or advice or product that you are requesting from me, subject to any specific objectives or limitations of our engagement.

Unless noted below, our discussions and my advice will be in relation to a mortgage, and assisting you manage you and/or your family's financial security in the event of:

- |                          |  |                                  |
|--------------------------|--|----------------------------------|
| <input type="checkbox"/> | House or business funding                  | (Mortgage)                       |
| <input type="checkbox"/> | Suffering a serious illness or disability  | (Trauma Insurance)               |
| <input type="checkbox"/> | Suffering a permanent disability           | (Permanent disability Insurance) |
| <input type="checkbox"/> | Loss of income through sickness            | (Income protection insurance)    |
| <input type="checkbox"/> | Requiring hospital or specialist treatment | (Health insurance)               |
| <input type="checkbox"/> | Untimely Death                             | (Life insurance)                 |
| <input type="checkbox"/> | Other – specify below                      |                                  |

Specific limitations of this analysis and/or advice documentation

Other specific objectives, tasks or terms of this engagement

--

## Acknowledgements

I may be required to evidence that I have explained specific requirements or obligations and provided certain information to you. Can you please acknowledge by signing below that these requirements have taken place?

## Disclosure Statement

I / We acknowledge that I / we have received a Disclosure Statement from the adviser named in this document. This document was current and dated:

\_\_\_\_28\_\_\_\_/\_\_\_\_03\_\_\_\_/\_2018\_\_\_\_ Version (if applicable) \_\_\_\_\_2\_\_\_\_\_

## Provision of Information

I / We acknowledge the advantages of undertaking a full suitability (needs) analysis and the need to provide relevant personal and financial information and by not doing so I / we risk receiving advice or product recommendations that may not be appropriate to my / our needs.

## Scope of Service

I / We understand the services being provided are restricted to the scope of service or subject to specific limitations indicated on the previous page.

## Privacy Act

I / We acknowledge I / we have read and understood the information relating to the Privacy Act 1993 and how this information may be used.

## Adviser Remuneration

I / We acknowledge I / we have had the basis of adviser remuneration explained and I / we agree to the option indicated on the previous page.

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

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

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

## Remuneration Outline

Lender	Commission
TSB Bank	0.80%
ANZ Bank	0.80%
ASB Bank	0.80%
SBS	0.45% (0.125 Trail Commission)
Sovereign	0.65% (0.20 Trial Commission)
Westpac	0.65% (0.20% Trial Commission after 12 months)
Resimac	0.60% (0.15 Trial Commission)
BNZ Bank	0.60% (0.15% Trial Commission)

## How I Get Remunerated

I am remunerated by the lender once a loan is drawn down or settles. The commission is based on the loan staying in place between 24 and 27 months.

Please initial as read: \_\_\_\_\_