

Financial Advice Provider Disclosure Statement

This Disclosure Statement provides you with important information about the financial advice services provided by Spring Loans Limited ('Spring', 'we', 'us' and 'our'). This Disclosure Statement was prepared on 14th November 2022.

About Us

Spring Loans Limited holds a Full License & is registered with the Financial Markets Authority
Name of Financial Advice Provider: Spring Loans Limited
Trading as: Spring Loans
FSPR Number: 761712
Address: 1/401 Great South Road, Ellerslie, Auckland
Phone: 09 600 3334
Email: hello@springloans.co.nz
Website: www.springloans.co.nz

Licensing Information

We operate under a Full Licence issued by the Financial Markets Authority in the name of: Spring Loans Limited to provide a financial advice service. FSP Number: 761712

Nature and scope of advice

The information below will help you understand what type of advice will be provided.

Services we provide

Spring will help you choose a loan that is suitable for your purpose from a panel of lenders (see below). Once we have chosen a lender and loan terms that are suitable for you, we will help you to obtain an approval.

Banks and lenders we use

We source loans from a panel of approved lenders. The current lenders we can use are:

ANZ	BNZ	Westpac
ASB	ASAP Finance Limited	Avanti Finance
CMFL (Funding Partners)	Cressida Capital	DBR
First Mortgage Trust	Heartland Bank	NZCU Baywide
RESIMAC	SBS	Select Home Loans
Southern Cross Partners	The Co-operative Bank	ZIP Business

Products we provide

The types of financial advice products we can give advice on are:

- Home Loans
- Investment Loans
- Construction Loans

Fees and expenses

Generally Spring won't charge you any fees for the financial advice we provide to you. This is possible because, on settlement of a loan, we usually receive commission from the lender. Any exceptions to this general position are explained below. We may charge you a one-off fee if the following occurs: When we don't receive commission from the lender: If you request that we provide financial advice and we do not receive a commission from the lender, we may charge you a one-off fee, In the event that the commission paid by the lender does not cover a fair hourly rate for our services, if you would like to understand what your individual advisers hourly rate is please contact them. Clawback Fee: Should you repay or refinance your loan within two years of you loan being advanced, the lender will "claw back" commission paid to the Adviser. In the event you repay or refinance your loan without giving your Adviser the opportunity to assist you with a refinance, the clawback fee will be invoiced and due for payment by the you the client (verification of the clawback amount will be provided with the invoice). Any such fee would be agreed and authorised by you in writing before we complete the services, and would be based on an estimate of the time spent providing the advice. (This may arise in the rare event that you request that we provide services in relation to either a product that is offered by a lender that we do not hold an accreditation with, or a product that is outside our usual arrangements with our product providers). You will be invoiced for any one-off fee and will be given 30 days to make payment.

Conflict of interests and Commissions

On settlement of a mortgage we usually receive commission from the applicable product provider. The commission is generally of an upfront nature but may also include a trail commission. We also receive a fixed rate roll over fee from some product providers if we assist in

refixing your loan. We manage these conflicts of interest by:

- Always recommending the best product for your purpose regardless of the type and amount of commission we will receive.
- Ensuring the amount of any loan is in accordance with your identified needs.
- Providing you with the below table showing commission rates and types by product provider The commission we receive on loans is calculated as a percentage of the loan.

As soon as we know the type of loan and amount we are putting in place, and that it has been accepted by the lender, we will let you know the amount and frequency of the commission received. We can also receive a referral fee or commission if we refer you to our referral partners.

Lender	Upfront%	Trail%	Refix (\$)
ANZ	0.85%	0.00%	\$ 150.00
BNZ	0.55%	0.15%	\$ -
Westpac	0.60%	0.20%	\$ -
ASB	0.85%	0.00%	\$ 150.00
ASAP Finance Limited	0.80%	0.00%	\$ -
Avanti Finance	0.80%	0.00%	\$ -
CMFL (Funding Partners)	1.50%	0.00%	\$ -
Cressida Capital	1.00%	0.00%	\$ -
DBR	1.00%	0.00%	\$ -
First Mortgage Trust	1.00%	0.00%	\$ -
Heartland Bank	1.50%	0.00%	\$ -
NZCU Baywide	0.50%	0.00%	\$ -
RESIMAC	0.60%	0.15%	\$ -
SBS	0.80%	0.00%	\$ 150.00
Select Home Loans	0.60%	0.15%	\$ -
Southern Cross Partners	1.00%	0.00%	\$ -
The Co-opertive Bank	0.70%	0.00%	\$ 150.00
ZIP Business	1.00%	0.00%	\$ -

Privacy policy & security

We will collect personal information in accordance with our Privacy Policy. We regard client confidentiality as of paramount importance. We will not disclose any confidential information obtained from or about you to any other person, except in accordance with our Privacy Policy. The platform we use is secure and run on Amazon Web Services.

If you have a complaint about our financial advice or service, you need to tell us about it. You can contact our internal complaints service by phoning on 09 600 3334 emailing us at gus.evans@springloans.co.nz using the heading Complaint - (Your Name) Please set out the nature of your complaint, and the resolution you are seeking. We will acknowledge receipt of this within 24 hours. We will then record your complaint in our Complaints Register and will work with you to resolve your complaint. We may want to meet with you to better understand your issues. We will provide an answer to you within 7 working days of receiving your complaint. If we cannot agree on a resolution, you can refer your complaint to our external

dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you. Details of this service are:

Financial Services Complaints Limited
complaints@fscf.org.nz 0800 347 257

Our Duties

Our advisers are bound by and support the duties set out in the Financial Markets Conduct Act 2013. These duties are to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code).
- Give priority to my client's interests.
- Exercise care, diligence, and skill.
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code.

Availability of Information

this information can be provided in hardcopy upon your request by contacting us at gus.evans@springloans.co.nz