

# Financial Advice Disclosure Statement

Prepared 27 June 2022

The information in this disclosure statement provides you with an overview of Tanta Financial Advisers, our duties & obligations to you, our fees and how we manage any complaints received.

## Important Information about our business

Tanta Limited is a Licensed Financial Advice Provider, issued by the FMA to provide financial advice services. We currently hold a Transitional License. Our financial Services Provider Number is FSP736931.

### Our office contact details

Address: 84B Hurstmere Road, Takapuna. Auckland. 0622  
Phone: 0210 274 9158  
Email: [hello@tanta.co.nz](mailto:hello@tanta.co.nz)  
Website: <https://tanta.co.nz/>

## Nature and Scope of Advice

### Our Services

- Personal Insurance
- Mortgage Advice
- KiwiSaver investment strategies
- Debt Management

### Products we can provide financial advice about

- KiwiSaver investments
- Managed investments
- Personal and group Insurance (life cover, disability, income protection and trauma)
- Loans including mortgages, reverse mortgages, deposit bonds, and debt consolidation

### Our Product Providers

We have agencies with the following insurance providers:  
NIB, AIA, Partners Life, Cigna & Fidelity.

We have agencies with the following finance providers:

ASB, ANZ, BNZ, Westpac, SBS, AIA, Heartland Business, Resimac, Avanti, Bluestone, Bank of China, China Construction Bank, NZCU Baywide, Liberty Finance, Co-Operative Bank, Peppermoney, Basecorp, Prospa, Cressida, DBR, First Mortgage Trust, Southerncross Partners, ASAP Finance, CFML Loans, Plus Finance.

We have agencies with the following KiwiSaver and personal investment providers:

Juno, Pathfinder, Booster, Generate, Summer KiwiSaver.

We do not provide advice on Commercial or Business Insurance, Estate planning, or Tax advice. You will need to consult a specialist if you would like advice on these products.

## Our Fees

The actual fee charged to you will depend on the nature and scope of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed and we will explain how they are payable.

### Fees that may apply

The fees charged for our advice and services may be based on a combination of: A set dollar amount; or a percentage-based fee.

In some circumstances it may be recommended that another service provider should assist you to help with the overall advice provided. These may include but are not limited to the following entities. Solicitors, Property Valuers, Commercial Insurance, Accountants etc. These providers will charge a fee for their services and you will be billed from them directly. We will not bill you on their behalf.

For the majority of our services, we work on a commission basis and no fees are charged by us to our clients.

### Commissions

For services in relation to insurance/investments/loan products, commissions may be paid by the product provider as follows:

Initial commission - a percentage of the value of your investment contributions, loan balance or insurance premiums.

Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Commission amounts vary between products and providers and will be disclosed when the nature and scope of the financial advice you require is known.

**Products for which we receive payment on a commission basis include:**

- KiwiSaver investments
- Managed investments
- Personal and group Insurance
- Loans

## Conflicts of Interest

Tanta Financial Advisers receive commission from Lending Institutions, Insurance Companies and Kiwisaver Providers when we place a client with their business for services requested.

Tanta Financial may also receive indirect benefits such as attendance at corporate events, subsidised or free training, corporate or promotional merchandise and other non-monetary benefits.

We recognise that the above commissions and additional benefits may create conflicts of interest between the advice that is best suited for our clients and the outcomes for our financial advisers.

### **How we mitigate any conflicts of interest**

- 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.

## Our Duties and Obligations to You

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge and skill set out in the Code of Conduct
- Give priority to the clients' interest and
- Exercise care, diligence and skill and
- Meet the standards of ethical behavior, conduct, and client care set out in the Code of Conduct.

## Complaints Handling and Dispute Resolution

### **Our Internal complaints process**

If you have a problem, concern or complaint about any part of our advice or service, please tell us so that we can try to fix the problem.

If you are not satisfied with our service, you can make a complaint through the following methods:

- By sending an email to: [support@tanta.co.nz](mailto:support@tanta.co.nz)
- Or, by contacting our complaints manager, Chris, at [chris@tanta.co.nz](mailto:chris@tanta.co.nz), or on 0210 274 9158

Once we receive a complaint, we follow an internal procedure to ensure we address the issue. Our process will:

- Inform you how we will address the complaint
- Gather any information that will help us resolve the complaint
- Aim to resolve the complaint within two working days
- If we cannot resolve the complaint within this timeframe, we will update you regarding next steps.

### **Our external complaints process**

Tanta Financial Advisers is a member of the Dispute Resolution Scheme - Financial Services Complaints Limited, an independent, not for profit dispute resolution service that you can contact if you're unsatisfied with our handling of a complaint. This service will not cost you anything. Their contact details are:

Financial Service Complaints Limited  
<https://fscl.org.nz/>  
0800 347 257