

Financial Advice Provider

The information below is important and is disclosed by The Lending People Limited (FSP240365), trading as “Lending People” (Lending People, we, us, our), about our financial advice services. Our address and other contact details are below. If you would like to listen to this disclosure statement instead, you can do so [here](#).

About our financial advice provider licence

Lending People holds a licence issued by the Financial Markets Authority (FMA) to provide financial advice services.

The nature and scope of the financial advice services we provide

Personal loans

We provide financial advice services (through our financial advisers) in relation to personal loans of more than \$10,000 except where the personal loan is secured by way of motor vehicle. Those services take into account your objectives in relation to a personal loan. The financial advice services may also assess your existing personal loans from New Zealand providers and consider whether consolidating them will meet your specified objectives in that regard.

We provide financial advice services in relation to personal loans from the following providers:

- Cooperative Bank
- Avanti Finance
- Latitude Finance
- Financial Holdings
- NZCU Baywide
- Nectar Finance
- Branded Financial Services
- Geneva Finance
- Oxford Finance

Home loans

We provide financial advice services (through our financial advisers) to help you take out home loans. We provide financial advice services in relation to home loans from the following providers:

- ASB
- Westpac
- Basecorp Finance
- ANZ
- TSB Bank
- BNZ
- Bluestone Mortgages
- SBS Bank
- KiwiBank
- Southern Cross Finance
- Avanti Finance
- Liberty Financial
- Cressida Capital
- DBR Limited
- China Construction Bank
- Resimac Financial
- Cooperative Bank
- NZCU Baywide
- Pepper New Zealand
- ASAP Finance
- General Finance
- Funding Partners

Non-advised services

We do not provide financial advice services in relation to personal loans under \$10,000 or where the personal loan is secured by way of motor vehicle. Our services in relation to such personal loans are limited to helping you to access and apply for them including confirming whether you may meet eligibility requirements for such loans.

We do not provide financial advice services in relation to insurance (including insurance referred to on our website). Where we provide services in relation to insurance, our services are limited to helping you to access and to apply for insurance including confirming whether you may meet eligibility criteria for such insurance.



The duties we have when providing financial advice services

Lending People, and our advisers, have duties under the Financial Markets Conduct Act 2013 [<https://www.legislation.govt.nz/act/public/2013/0069/latest/whole.html#LMS465788>] and the Code of Professional Conduct for Financial Advice Services (Code) [<https://financialadvicecode.files.wordpress.com/2021/03/codeofprofessionalconduct-march2021.pdf>] related to how we provide advice. That includes duties (among others) to, in summary:

- Give priority to your interests.
- Exercise care, diligence, and skill.
- Meet standards of competence, knowledge, and skill set out in the Code.
- Meet standards of ethical behaviour, conduct and client care set out by the Code.

Our fees

We do not charge a fee for our services if you do not take out a loan through Lending People. Our fees are as follows:

- For Personal Loans, we charge a fee of between \$0.00 and \$995.00 (GST Exempt).
- For Residential Bank Home Loans, we do not charge a fee.
- For Residential Non-Bank Home Loans, we charge a fee of between 0.00% and 1.00% of the amount you borrow (GST Exempt).

In most cases, our fees will be added to the total loan amount and will be paid to Lending People by the provider, when you take out the loan. We charge fees for some non-advised services. We will advise you of those fees separately.

Commissions

We may receive a commission from the provider when you take out a loan through our service. For a home loan, we may receive an ongoing annual commission over the life of the home loan. The commission amounts will vary depending on the provider and the type of loan.

The commission is a fixed percentage of the amount borrowed or the outstanding loan amount (for ongoing commission).

Prioritizing your interests above our own is our imperative. We follow a process that ensures any advice provided on our behalf is based on your relevant personal circumstances and objectives.

In addition, we carry out yearly independent audits of our compliance programme, and all our financial advisers undergo regular training about managing conflicts of interest.

Our complaints process

Lending People is committed to providing a consistently good standard of advice. If you feel we have not lived up to your expectations or are not satisfied with any aspect of our service, please let us know in the following ways:

In writing:

Complaints Manager
The Lending People Limited
PO Box 105063, Auckland City,
Auckland 1143

By telephone:

0800 899 879

By e-mail:

complaints@lendingpeople.co.nz



When we receive a complaint, we will consider it under our following internal complaints process:

- Within five working days, we will provide a written acknowledgement of your complaint and give you the details of who is handling your complaint and how to contact them.
- Within ten working days of receiving your complaint, we will write to you with our final response. Where a claim relates to more complex matters we may need to extend that timeframe, which we will do by writing to you within that ten working days.

If our internal complaints process cannot resolve your complaint to your satisfaction, you can contact our approved dispute resolution scheme Financial Disputes Resolution Service Limited (FDRS). FDRS provides a free, independent dispute resolution service that may help investigate or resolve your complaint. You can contact FDRS as follows:

Postal Address:

PO Box 2272, Wellington 6140

By telephone:

(0508) 337 337

By e-mail:

enquiries@fdrs.org.nz

Our contact details

Phone: (0800) 899 879

E-mail: hello@lendingpeople.co.nz

Physical Address: 48 High Street, Auckland Central, Auckland 1010

Postal Address: PO Box 105063, Auckland City, Auckland 1143

How to obtain a printed copy of this disclosure statement

A copy of this disclosure statement can be requested by contacting us on hello@lendingpeople.co.nz or by a phone call to **0800 899 879**.

The Lending People Limited trading as Lending People (FSP240365) is the Licensed Financial Advice Provider.

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