



## SCOPE OF ENGAGEMENT

**Financial Adviser:** Paul David Fuller – FSP14621 / Christopher Bruce Mitchell – FSP537646  
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### Client Confidentiality

Confidentiality is very important to me. I acknowledge that your personal details and details of your financial position are confidential. I undertake not to divulge any information that you have disclosed to me to any person or body except under the conditions noted below in "Use of Information". If your details are entered into our electronic database, I will keep these details on file for a period of seven years or longer whether or not this engagement terminates. Your client details are recorded in our Fact Find document.

### Products and Services

As a financial services provider, I am able to provide the following products and/or services: Mortgages, Loan/Life/Trauma/Income Protection/Health Insurance, Personal/Family Budgeting, Bank Term Deposits, Bank Savings and Transactional account.

### Disclosure Statement

I have provided you with a copy of my Disclosure Statement.

### Timeframes

The estimated time of the planning process is approximately one/two hours for the first meeting and two or three meetings may be required for the entire process. At a future mutually agreeable time, a review of your personal situation may involve a one/two hour interview in order to update details. In most cases, reviews take place annually unless otherwise agreed.

### Remuneration & Fees

Analysing the suitability of the provision of products and/or services to you and providing a financial service to you in the form of a Statement of Advice and all associated documentation is given as a service. Mortgage Room Limited is paid by the Banks, Lenders and Insurance Companies in the form of commission. Mortgage Room Limited may also receive ongoing commission for the life of the product(s) placed.

**When a loan is refinanced or repaid within 36 months of its settlement, the Banks, Lenders and Insurance Companies will claw back any commission paid to the Mortgage Room Limited. If a loan is repaid or refinanced within 36 months of settlement and if Mortgage Room Limited incurs a claw back of commission, a fee of \$500 will be charged to you as a client to recover the processing costs to the Mortgage Room Limited.**

Initials: .....

Mortgage Room Limited may charge a one-off fee for work completed for clients where such work does not attract a payment from the lender or where such payment does not commercially compensate me for the work undertaken. This charge if applied will be disclosed and agreed with you in advance in writing before any work is started.

**Conflicts of Interest**

As a provider of professional financial adviser services, I have an obligation to act in the interests of our clients when making a recommendation. In providing advice to you, should any, actual or potential conflict of interest arise then I undertake to bring any such conflict of interest to your notice so that you may assess my advice objectively.

**Client Responsibilities**

It is your responsibility to provide me with accurate and relevant information at the time that the initial information is being gathered by way of the Fact Find or Needs Analysis, whichever takes place first. If you provide me with incomplete or inaccurate information, I may not be able to provide you with the advice, products or services you are seeking.

It is important that you understand your obligation to provide me with accurate and relevant information in order for the financial services provider to appropriately assess the risk and make an informed decision about the products you may be seeking.

For insurance products, in order for the insurer to assess the risk and the appropriate premium, the law requires you to disclose all the information you know, or should know, that is relevant to the insurer’s decision whether to provide cover or determine the terms of cover. This is called your “Duty of Disclosure”. For example, you should disclose your current income, medical history and all information about insured and uninsured losses and claims.

**Referrals to Other Professionals**

If at any time during the term of engagement, a potential need arises for the use of another professional, I undertake to refer you to an appropriate professional. You will not be billed or invoiced for such a service at any time by me. If an appropriate professional cannot be located I undertake to advise you as soon as possible so that you may engage a professional of your choice or seek advice in regard to the same. Should another professional be engaged, I do not accept any liability whatsoever for the advice provided or the fees invoiced by that other professional, regardless of how the engagement came about.

**Termination**

I undertake to exercise care, diligence and skill in providing you with a financial adviser service. If at any time, you wish to terminate this engagement, you must advise me in writing. Upon receipt of such advice by you, I then undertake to confirm termination of the engagement to you in writing within two business days, not including any public holidays.

**Use of Information**

I will collect personal information (including full name, address and contact details) so that I may administer my customer relationships and provide clients with the products and services they request. This information is held at my office. If at any time you wish to have access to, or correct any of the information obtained with your permission, please contact me. I may be allowed or obliged to disclose information by law, eg: under Court Orders or Statutory Notices pursuant to taxation laws. I may also disclose personal/business information to other financial institutions and organisations at their request if you seek to obtain products and/or services from them. Personal/business information may also be disclosed to:

- Professionals including but not limited to Solicitors, Accountants, Mortgage Advisers and Stockbrokers when a referral is required at your request and:
- If you have insurance, those involved in the insurance process including but not limited to Claims Investigators, Medical Practitioners, Re-insurers and Insurance reference agencies.
- If Mortgage Room Limited is intend to be sold, any prospective purchaser of the business.

From time to time, this information may be updates and/or changed and I undertake to advise you of material changes to any of the items and/or products/services noted above by mail and/or email.

**Summary: A Scope of Engagement document begins the process of setting out the mutually agreed terms of engagement between us. You acknowledge that I will be the only Financial Adviser acting on your behalf in relation to gaining finance suitable to yourself.**

I am happy to answer any questions you may have. If you are completely satisfied with the contents of this document and have no further questions, please sign in acknowledgement below that you have read and understood its contents and you have received a copy of my Disclosure Statement. A further copy is available on request and free of charge.

Client Name: ..... Client Signature: .....

Client Name: ..... Client Signature: .....

Date: .....