Important information about our business

Ox Financial holds a Financial Advice Provider licence issued by the FMA to provide financial advice services. Ox Financial's Financial Services Provider Number is FSP1012543

Our office contact details:

Office Address:	11 Anna Lane, Glen Eden
Phone:	09 971 2787
Email:	hello@oxfinancial.co.nz
Website:	oxfinancial.co.nz

Nature and Scope of financial advice services

Our Services	• KiwiSaver investment strategies and retirement planning • Personal insurance

Products we can provide financial advice about	• KiwiSaver investments
	• Personal insurance
	  ○ Life cover
	  ○ Disability
	  ○ Income protection
	  ○ Trauma
	  ○ Medical

Product providers we might recommend	• AIA • Chubb Life • Southern Cross • NIB • Generate Wealth • Milford • Booster

Our fees

Insurance advice

We do not charge up-front advice fees for insurance advice

At OX Financial, we believe quality financial advice should be accessible to New Zealanders. For this reason, we do not charge you an upfront fee for our insurance advice.

If you choose to take out an insurance policy following our advice, OX Financial will receive commission from the insurance provider. The amount and nature of this commission will be disclosed to you as part of our advice process. If you choose not to proceed with our advice, you will not be charged a fee for the advice provided to this point.

Early cancellation of an insurance policy

If you do decide to become a client of Ox Financial and take out an insurance policy then the commission paid to OX Financial may be subject to repayment to the insurance provider if your policy is cancelled or reduced within the providers commission clawback period, which is generally up to two years.

If you cancel or materially reduce your policy, during this period and OX Financial is required to repay commission to the product provider, we may charge a fee to reasonably compensate us for the professional advice and services provided to you.

Any fee will be based on the actual time spent providing advice and associated services, calculated at $200 + GST per hour., up to a maximum of $3,000 + GST. We will provide you with an itemised record of the work undertaken and the time charged. Ox

Financial undertakes regular reviews of these fees to ensure they are fair and reasonable so that it properly represents work done for customers in the event of a commission clawback.

We will consider the circumstances leading to the cancellation or reduction of your policy before deciding whether to charge a fee. Where cancellation results from circumstances reasonably outside your control—such as permanent relocation overseas, redundancy, significant loss of household income, serious financial hardship, or another significant change in circumstances—we may waive or reduce the fee.

We encourage you to contact us before cancelling or reducing your cover. We can review your circumstances and discuss whether there are suitable alternatives, such as adjusting your cover or premium, where doing so is appropriate for your needs.

Any fee charged under this arrangement will be communicated to you clearly and will be payable within a reasonable timeframe.

Investment advice

We do not charge up-front advice fees for investment advice

At OX Financial, we believe quality financial advice should be accessible to New Zealanders. For this reason, we do not charge you an upfront fee for our investment advice.

If you choose to open an investment and/or Kiwisaver account following our advice, OX Financial will receive commission from the provider. The amount and nature of this commission will be disclosed to you as part of our advice process. If you choose not to proceed with our advice, you will not be charged a fee for the advice provided up to that point.

Early cancellation of an investment account

The commission paid to OX Financial may be subject to repayment to the provider if your investment and/or Kiwisaver account is cancelled within the providers commission clawback period, which is generally up to two years.

If you cancel or materially reduce your policy, during this period and OX Financial is required to repay commission to the product provider, we may charge a fee to reasonably compensate us for the professional advice and services provided to you.

Any fee will be based on the actual time spent providing advice and associated services, calculated at $200 + GST per hour, up to a maximum of $3000 + GST. We will provide you with an itemised record of the work undertaken and the time charged. Ox

Financial undertakes regular reviews of these fees to ensure they are fair and reasonable so that it properly represents work done for customers in the event of a commission clawback.

We will consider the circumstances leading to the cancellation or your investment before deciding whether to charge a fee. Where cancellation results from circumstances reasonably outside your control—such as permanent relocation overseas, redundancy, loss of household income, serious financial hardship, or another significant change in circumstances—we may waive or reduce the fee.

We encourage you to contact us before cancelling your investment. We can review your circumstances and discuss whether there are suitable alternatives.

Any fee charged under this arrangement will be communicated to you clearly and will be payable within a reasonable timeframe.

Commissions

For services in relation to insurance/investments commissions may be paid by the product provider to Ox Financial as follows:

Initial Commission	A percentage of the value of your investment contributions, and/or insurance premiums
Ongoing Commission	A percentage of the value of your investment balance, or premiums, usually calculated at the end of each month in which you hold the investment or insurance, or on renewal of insurance products.

The above commissions are used to compensate Ox Financial advisers for the professional services they have provided a client. The above commissions are also used by Ox Financial to help support our advisors with (but not limited to): ongoing personal development, training, technological solutions, and compliance.

Conflicts of interest or other incentives

We are here for our clients and to advise you as best we can. Your interests are our priority. Although compensated for placing insurance and investment products, we always put client interests above our own, and only give advice to add or dispose of a product if we believe it is in the best interests of a client.

We do have business relationships with product providers. From time to time our product providers assist us with funding so we can bring our advisers together for conferences and professional development training.

How we manage any conflicts of interest

To ensure our advisers prioritise our clients' interests:

- 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 interest 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.

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. In the first instance, we recommend discussing this with your Ox Financial adviser.

Alternatively, our internal complaints manager can be reached at hello@oxfinancial.co.nz. All complaints will be responded to within 2 business days or less.

If you have a concern or complaint about our financial advice service, please contact us. We take complaints seriously and will work with you to understand your concerns and find a fair resolution.

Our internal complaints process is as follows:

1.) **Acknowledgement –** We will acknowledge your complaint and respond to you within two business days.
2.) **Discussing your concerns –** Where appropriate, we may arrange a phone or video call with you to better understand your concerns and discuss how they may be resolved. We will confirm any agreed actions or next steps in writing.

3.) **Investigating and resolving your complaint –** We will try to resolve your complaint as quickly as possible. If we need more time to investigate, we will let you know and provide an expected timeframe for our response. The time required will depend on the nature and complexity of the complaint, but we aim to resolve most complaints within 5–10 working days.

4.) **Independent disputes resolution –** If we are unable to resolve your complaint to your satisfaction, you can contact our independent dispute resolution scheme, Financial Services Complaints Limited (FSCL). This service is free for consumers. You may contact FSCL at any time, although we welcome the opportunity to resolve your concerns directly first.

Our external complaints process

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme: FSCL: Financial Complaints Services Limited. This service will cost you nothing, and will help us resolve any complaints.

You can contact ***FSCL*** at:

Address:	**Level 4, 101 Lambton Quay, Wellington 6011**
Phone number:	**0800 347 257**
Email address:	***complaints@fscl.org.nz***