

Disclosure Statement

The purpose of this document is to make publicly available disclosure of Rohit Mulki Finance Limited trading as REM Finance.

Our License Information

Rohit Mulki Finance Limited (FSP 1012081) trading as REM Finance & Rohit Shivram Mulki (FSP 1012031) hold licence issued by the Financial Markets Authority (FMA) to provide financial advice in New Zealand.

You may check the Financial Services Provider Register (FSFR) to confirm we hold a current licence by clicking [here](#) and searching our FSP number(s).

Any reference made to I, We, Our, Us means Rohit Mulki Finance Limited trading as REM Finance.

Our Contact details are

Address	54a Kinross Street, Blockhouse Bay, Auckland
Mobile Number	0064 274526390
Email Address	rohit.mulki@remfinance.co.nz
Website	https://remfinance.co.nz

The Nature and Scope of our service:

We offer the following products:

Loans and Lending Solutions

- Residential mortgages including construction loans
- Property Development loans
- Investment property lending
- Debt consolidation and other lending solutions

Our Services

We work with a variety of lenders and help you choose and apply for a loan that meets your requirements. A complete list of our lending partners is available on request.

Please note that we do not offer legal or tax advice and recommend you consult a Solicitor or Accountant for professional advice.

Our Fees

As a matter of principle, we do not charge a fee for dispensing financial advice for most of our clients, unless expressed otherwise and is agreed upon in writing prior to any engagement of services.

In the majority of cases, there is **no fee** to you, and we are paid an upfront commission from the Lender you choose to proceed with.

In some cases, a smaller upfront commission is paid by the lender as well as a trail commission over the life of your loan policy.

We undertake to discuss any fee upfront with you and as soon as it becomes clear that it will be required and will only be charged following your formal acceptance of that fee.

However, there may be instances where a fee may apply to you and below are some of the examples when this could occur.

When a lender does not pay commission: If a lender does not pay commission for your loan, we may charge a one-off fee for the work completed on your behalf. This will always be discussed and agreed with you in advance.

When a lender may clawback the commission paid on the loan: If your mortgage is repaid within 27 months of settlement (Clawback Period), REM Finance may have some or all the original upfront commission 'clawed back' by the Lender. In such instances the clawback amount shall be passed on to the customer. Should such a fee apply, it will be clearly communicated to you in advance, and you will receive a formal invoice with a 30-day payment period.

Commissions

We receive commission from lenders and providers for mortgages and other loan products.

The Commission amount ranges from **0.55% to 0.9%** of the loan amount.

In some cases, we may receive an ongoing commission of approximately **0% to 0.20%** of the outstanding loan amount, calculated at the end of each month. Where we assist you in refixing your interest rate, some lenders may pay a fee of approximately **\$250**.

Privacy

Anything you discuss with us, and any information you give us, stays secure and confidential. If you want to see or correct any of that information at any time, you can.

Information provided by you will be used by us for the purpose of providing advice to you and may also be used by any lender when implementing any of our recommendations.

If you are referred to us for a mortgage by a third-party that has a referral relationship with us, such as a construction company or builder, we may provide a representative of that third-party the status of your loan application to enable that third-party to provide products or services to you.

We may also release information to other professionals such as your solicitor, accountant or financial planners when such services are required to complement our advice and as requested by you.

Please refer to our Privacy Policy / Statement document on our website for more information.

Our Duties

We are bound to follow legal requirements to carry out our services. We are legally bound to carry out duties as set out in the Financial Markets Conduct Act 2013 (FMC Act 2013).

These duties include meeting standards of competence, knowledge & skill, as well as the standards of ethical behaviour, conduct, and

client care that is set out in the Code of Professional Conduct for Financial Advice Providers.

We ensure that your interests are the priority while exercising care, skill, and diligence when assisting you.

Conflicts of Interest

We are committed to always acting in your best interests. Whilst we maintain professional relationships with product providers, your interests always come first.

We manage the conflict of interest by:

- Always recommending the best product for your purpose regardless of type and amount of commission we receive.
- Ensuring the amount of loan is in accordance with your identified needs.
- Following an advice process that ensures we understand your needs and goals so that we always recommend the best product for you regardless of the type and amount of commission we will receive.
- Providing you with a schedule showing commission amounts and type by product provider. This schedule is contained within each Financial Adviser's personalised Disclosure Guide.
- By undergoing annual training about how to manage conflicts of interest.
- We maintain register of conflicts and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.

From time to time, product providers may assist with funding for adviser conferences and professional development training.

Complaints

If you have a complaint about our service, please let us know. You can contact our internal complaints service by phoning us on 0274526390 or emailing us at rohit.mulki@remfinance.co.nz.

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 notify our Licence Holder. We may want to meet with you to better understand your issues.

We will then investigate your complaint and provide a response to you within 7 working days of receiving your complaint. If we need more time to investigate your complaint, we'll let you know.

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

Phone: 0800 347 257

Email: complaints@fscl.org.nz