

Disclosure Statement

REM Finance is the shared trading name of DREAMLINK FINANCE LIMITED (FSP1012803) and F&Y ENTERPRISES LIMITED (FSP1011344). Each company operates separately through its own financial adviser. Your engagement and advice documents identify the company and adviser providing your service.

Our companies and financial advisers

DREAMLINK FINANCE LIMITED | FSP1012803

Financial adviser: **Xiaochi LIU (Eric Liu) | FSP1012763**

58 Keppoch Court, Dannemora, Auckland 2016, New Zealand

F&Y ENTERPRISES LIMITED | FSP1011344

Financial adviser: **Ran SUI | FSP1011143**

142c Prince Regent Drive, Half Moon Bay, Auckland 2012, New Zealand

References to "we", "our" and "us" mean the above companies and their advisers, as applicable to the service you receive.

Our licence information

DREAMLINK FINANCE LIMITED and F&Y ENTERPRISES LIMITED provide regulated financial advice as Authorised Bodies under the Financial Advice Provider licence held by NZ Financial Services Group Limited (NZFSG), FSP286965, issued by the Financial Markets Authority (FMA).

You can check the companies, advisers and licensing arrangements on the Financial Service Providers Register: <https://fsp-register.companiesoffice.govt.nz>.

Main contact

Xiaochi LIU (Eric Liu)

DREAMLINK FINANCE LIMITED, trading as REM Finance

58 Keppoch Court, Dannemora, Auckland 2016, New Zealand

Mobile: 027 5545 535 | Email: Eric.liu@remfinance.co.nz

Website: <https://remfinance.co.nz>

Nature and scope of our service

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

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. 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 clients, unless expressed otherwise and agreed 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.

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

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

When a lender claws back commission: If your mortgage is repaid within 27 months of settlement (the Clawback Period), REM Finance may have some or all of 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 upfront commission 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.

Conflicts of interest

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

- Recommending products that meet your needs regardless of the type or amount of commission received.
- Ensuring the loan amount is consistent with your identified needs.
- Following an advice process that establishes your circumstances, needs and goals.
- Providing a schedule of commission amounts and types by product provider in your adviser's personalised Disclosure Guide.
- Undertaking annual conflicts-of-interest training and maintaining regularly monitored conflicts, gifts and incentives registers.

Product providers may assist with funding for adviser conferences and professional development training.

Our duties

We are bound by the duties in the Financial Markets Conduct Act 2013 and the standards in the Code of Professional Conduct for Financial Advice Services. We must give priority to your interests; exercise care, diligence and skill; meet standards of competence, knowledge and skill; and meet standards of ethical behaviour, conduct and client care.

Privacy

Information you provide is kept secure and confidential. You may request access to or correction of your information. We use your information to provide advice, and lenders may use it when implementing our recommendations.

If a third party with a referral relationship refers you to us, such as a builder or construction company, we may provide that party with the status of your loan application so it can provide products or services to you. We may also release information to your solicitor, accountant or financial planner where required to complement our advice and as requested by you.

Please refer to our Privacy Policy / Statement on our website for further details.

Complaints

If you have a complaint about our service, please contact Xiaochi LIU (Eric Liu) on **027 5545 535** or at **Eric.liu@remfinance.co.nz**. This is the main complaints contact for both companies. We will direct your complaint to the company and adviser responsible for your service.

Please explain the nature of your complaint and the resolution you seek. We will acknowledge receipt within 24 hours, record it in our Complaints Register and notify our licence holder. We may ask to meet with you to better understand your concerns.

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

Financial Services Complaints Limited (FSCL)

A Financial Ombudsman Service

Phone: 0800 347 257

Email: complaints@fscl.org.nz