

John Wood & Associates Ltd

Licence Information

John Wood & Associates Ltd (FSP65742) holds a licence issued by the Financial Markets Authority to provide a financial advice service.

Nature and Scope of the Financial Advice Provided

John Wood & Associates provides financial advice and investment planning services relating to the following financial products:

KiwiSaver, superannuation and investment products:

- NZ Funds Advised Portfolio Service
- NZ Funds KiwiSaver Scheme
- NZ Funds Managed Superannuation Service
- NZ Funds Wealth Builder
- NZ Funds Income Generator

John Wood & Associates does not generally provide financial advice on products not listed above. However, some clients may have investments in other financial products. Where this is the case, we may provide advice on those products as part of providing financial advice to these clients.

Fees and Expenses

John Wood & Associates may charge the following fees for financial advice:

- it is our usual practice **not to charge** a fee for our initial consultation (perhaps 30 minutes), where the purpose of the meeting is for both parties to see whether or not our services are actually appropriate and required.
- If following the initial consultation further advice is sought, an initial advice fee for the time involved in meeting a client, obtaining all necessary information, and preparing and presenting a financial strategy will be charged.
- an ongoing financial advice fee for the provision of ongoing financial advice services; and
- where requested by a client, undertaking a specific assignment, for which an agreed consultancy fee may be charged.

Duties

John Wood & Associates, and anyone who gives financial advice on our behalf, have legal duties relating to the way that we give advice.

We must:

- give priority to our clients' interests by taking all reasonable steps to make sure our advice is not materially influenced by our own interests.
- exercise care, diligence, and skill in providing the advice.
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice); and
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we treat you as we should and give you suitable advice).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at www.fma.govt.nz.

Conflicts of Interest, Commissions, and Incentives

Our financial advisers are remunerated by way of a salary paid by John Wood & Associates. John Wood & Associates receive all client payments, and this may come from an initial consultation fee, and/or an ongoing advice fee set out in a client agreement.

John Wood & Associates may receive an initial advice fee charged to a client, or on-going fees paid via the NZ Funds Management whose products we provide financial advice or in which our clients invest.

To ensure that John Wood & Associates financial advisers prioritise each client's interests above their own, they follow an advice process that is designed to ensure their recommendations are made on the basis of the client's circumstances and financial goals and are suitable for the client.

John Wood & Associates also:

- has a quality assurance programme in place to monitor the advice our financial advisers provide.
- actively monitors compliance with our conflicts policies and procedures; and
- ensures training is provided to all John Wood & Associates financial advisers about how to manage conflicts of interest.

Complaints Handling and Dispute Resolution

Even with the best of intentions, complaints sometimes arise. John Wood & Associates is committed to ensuring that all client complaints are handled and resolved in a professional, fair and timely manner in accordance with our Client Complaints Policy and associated procedures. If you are not satisfied with our financial advice services, you can make a complaint by contacting us at:

P O Box 487
12 Boundary Street
Greymouth
Attention: John Wood
Telephone 03 768 6947
Email john@investmenthouse.co.nz
Website www.investmenthouse.co.nz

When we receive a complaint, we will consider it and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint. We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.

We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot resolve your complaint, or you are not satisfied with the way we propose to do so, you can contact Financial Disputes Resolution an approved dispute resolution scheme who provide a free, independent dispute resolution service that may help investigate or resolve your complaint.

You can contact Financial Disputes Resolution at:

Level 4
142 Lambton Quay
Wellington Central
Wellington 6011

P O Box 2272
Wellington 6140

Telephone 0508 337 337
Email enquiries@fdrs.org.nz
Website <https://fdrs.org.nz/>

Contact Details

You can contact us at:

John Wood & Associates Ltd
12 Boundary Street
Greymouth 7805

P O Box 487
Greymouth 7805

Telephone 03 7686947
Email john@investmenthouse.co.nz
Website www.investmenthouse.co.nz