



FNZ DISCLOSURE STATEMENT

Who FNZ is

FNZ Ltd (FNZ) is a provider of investment administration services, online investment platforms, and other services in New Zealand and around the world. We provide our services to your wealth management provider, AMP Services (NZ) Limited (WealthView), on an institutional (wholesale) basis. You do not have a direct contractual relationship with FNZ.

Because FNZ is involved in providing certain services to WealthView - which uses these services in providing wealth management services to you - we need to disclose the following information to you. Please read this disclosure document carefully and contact your Adviser or WealthView if you have any questions or concerns.

What FNZ does

FNZ has been engaged by WealthView to carry out **investment administration** and provide **custody** services with respect to the investment assets you hold with WealthView. These assets may include cash, listed investments, fixed interest, managed funds and other assets.

Investment administration means carrying out your instructions with respect to your investment assets. These may include instructions to purchase, sell, transfer or otherwise dispose of your investment assets. FNZ will carry out these instructions on your behalf, and will also collect dividends and other distributions that are generated by your investments. These will be credited to your account with WealthView. Where agreed with WealthView, FNZ Services (New Zealand) Limited assists FNZ to provide these services.

Custody means holding your investment assets in trust for your benefit. FNZ Custodians Ltd is the entity that is the nominal owner of the investment assets you hold with WealthView. This means that these assets will be recorded at Shareholder Registries, at Unit Registries (Fund Manager record keepers), on Bank Accounts and at similar record-keepers in the name of FNZ Custodians Ltd.

However, you retain full beneficial ownership of those assets at all times, and may withdraw, transfer out, or sell down these assets at any time subject to your client agreement with WealthView, the laws of New Zealand, and any other applicable regulations. You do this by giving instructions to your adviser- which FNZ will then carry out on your behalf.

FNZ Custodians Ltd, a related company of FNZ, holds assets belonging to you and other investors on a pooled (aggregated or omnibus) basis. FNZ cannot use or benefit from these assets in any way except as disclosed below in the section titled, How FNZ is remunerated.

FNZ provides administration and custody services only. We do not provide investment advice, tax advice, valuation services, manufacture financial products or conduct investment research.

How FNZ is remunerated

FNZ is paid a fee for the services described above. This fee is composed of two parts and is paid to FNZ in the following ways:

By payment from WealthView

FNZ is entitled to payment of a fee for its services directly from your service provider, WealthView.

By deducting an administration fee from currency conversions

FNZ also deducts an administration fee, when you instruct us to convert money from one currency to another. The indicative margin, in PIPs, that FNZ deducts upon the conversion from one currency to another is:

From Currency	To Currency	FNZ Margin in PIPs
AUD	CAD	30
AUD	CHF	30
AUD	EUR	25
AUD	GBP	15
AUD	HKD	165
AUD	JPY	2700
AUD	NZD	10
AUD	SGD	35
AUD	THB	1200
AUD	USD	25
CAD	AUD	30
CAD	CHF	30
CAD	EUR	42.5
CAD	GBP	72.5
CAD	HKD	10
CAD	JPY	3300
CAD	NZD	30
CAD	SGD	25
CAD	THB	1250
CAD	USD	30
CHF	AUD	30
CHF	CAD	30
CHF	EUR	30
CHF	GBP	72.5
CHF	HKD	10
CHF	JPY	3300
CHF	NZD	30
CHF	SGD	30
CHF	THB	1700
CHF	USD	30
EUR	AUD	25
EUR	CAD	42.5
EUR	CHF	30
EUR	GBP	72.5
EUR	HKD	360
EUR	JPY	3300
EUR	NZD	30
EUR	SGD	42.5
EUR	THB	1750
EUR	USD	47.5
GBP	AUD	15
GBP	CAD	72.5
GBP	CHF	72.5
GBP	EUR	72.5
GBP	HKD	480
GBP	JPY	6600
GBP	NZD	17.5
GBP	SGD	105
GBP	THB	2450
GBP	USD	35
HKD	AUD	165
HKD	CAD	10
HKD	CHF	10
HKD	EUR	360
HKD	GBP	480

From Currency	To Currency	FNZ Margin in PIPs
HKD	JPY	660
HKD	NZD	270
HKD	SGD	360
HKD	THB	200
HKD	USD	360
JPY	AUD	2700
JPY	CAD	3300
JPY	CHF	3300
JPY	EUR	3300
JPY	GBP	6600
JPY	HKD	660
JPY	NZD	2700
JPY	SGD	2100
JPY	THB	12.5
JPY	USD	3300
NZD	AUD	15
NZD	CAD	30
NZD	CHF	30
NZD	EUR	30
NZD	GBP	17.5
NZD	HKD	270
NZD	JPY	2700
NZD	SGD	35
NZD	THB	1100
NZD	USD	35
SGD	AUD	35
SGD	CAD	25
SGD	CHF	30
SGD	EUR	42.5
SGD	GBP	105
SGD	HKD	360
SGD	JPY	2100
SGD	NZD	35
SGD	THB	1150
SGD	USD	35
THB	AUD	1200
THB	CAD	1250
THB	CHF	1700
THB	EUR	1750
THB	GBP	2450
THB	HKD	200
THB	JPY	12.5
THB	NZD	1100
THB	SGD	1150
THB	USD	1550
USD	AUD	25
USD	CAD	30
USD	CHF	30
USD	EUR	47.5
USD	GBP	35
USD	HKD	360
USD	JPY	3300
USD	NZD	35
USD	SGD	35
USD	THB	1550



1. The FNZ margin does not include bank margin as FX dealer. This will depend on factors like market demand and supply, trade volume and size of transaction.
2. PIPs ("Percentage in point") are the smallest price change that a given exchange rate can make. In this case, it is 1/100th of a cent, or 0.0001.

In most cases, FNZ processes currency conversions in batches, converting only the net difference between two currency pairs where there are multiple conversions to complete. Two exchange rates are used in this process.

The rate applied to your currency deal is a 'quote' rate (retrieved from the bank at the time of processing all conversions) and is used for executing your conversion. The rate applied to the batched deal is a 'deal' rate (retrieved from the bank shortly after the 'quote' rate) and is used on the batched conversion.

Due to market movement occurring between securing the quote and deal rates within the batching process, the total net margin taken by FNZ for a currency pair may be greater or less than the indicative FNZ margin by a factor of up to 1%.

Additional information on these fees

FNZ reserves the right to amend the rates at which fees are deducted from interest payments and currency conversions from time to time on account of FNZ's administration fees, subject to our contract with WealthView. We will provide an updated disclosure document to WealthView if there are any changes to the fees that FNZ deducts.

This disclosure covers fees payable to FNZ only. Other fees apply for using the WealthView Portfolio Service.

For more information on the total fees you need to pay, please contact your Adviser or WealthView.

How FNZ manages cash

FNZ Ltd is a client money or property service provider for the purposes of the Financial Markets Conduct Act 2013, and accordingly is disclosing the following information regarding FNZ Ltd's procedures relating to the receipt and disbursement of money.

Payments to your WealthView Cash Management Account will be held on trust for you and are deposited into the FNZ Custodians Ltd Client Funds Account, a trust bank account held by FNZ Custodians Ltd. You can make payments into that account by direct credit or direct debit.

Funds are held in that trust account on bare trust for you. FNZ must keep its own funds separate, except that FNZ may deposit some of its own funds (a "buffer") into the Client Funds Account to the extent reasonably necessary to rectify, or reduce the risk of, a shortfall arising in an investor's funds in the Client Funds Account. By law, any FNZ funds held in the Client Funds Account must be treated as client money for all purposes. FNZ's view is that the use of a buffer has benefits to facilitate custodial and administration operations and in the event of FNZ becoming insolvent, the risks to clients existing or likely to arise from FNZ holding a buffer in the Client Funds Account are remote given the legal protections that apply to those funds.

As outlined above, and in accordance with its obligations as bare trustee, FNZ will not use the money or custody investments for the benefit of itself or any other person other than as disclosed in this disclosure statement.

Money in the FNZ Custodians Ltd Client Funds Account held on your behalf, will constitute debt securities held by FNZ Custodians Limited as the nominal owner in a bank account with ANZ Bank New Zealand Limited. The direction, withdrawal and placement of those funds is purely with you, the underlying owner, or your adviser (as the authorised person appointed by you) and will be contained in the Client Agreement with WealthView which sets out the fees and costs which will be debited from your account.



Money in the FNZ Custodians Ltd Client Money Trust Account is not an offer of securities by ANZ Bank New Zealand Limited.

None of ANZ Bank New Zealand Limited, any affiliate of ANZ Bank New Zealand Limited, or any of their directors, officers, employees, agents, or permitted assigns makes any representation or warranty, express or implied, to any person, including, but not limited to you as to whether a potential investment in any account held with ANZ Bank New Zealand Limited is suitable for them.

You may withdraw money from your WealthView Cash Management Account at any time using the procedure agreed with WealthView.

How you can access your records

FNZ keeps records of your WealthView Cash Management Account and investments held on your behalf. You can check these records at any time by contacting your financial adviser or logging into WealthView's online service.

How FNZ is audited

FNZ is independently audited by PwC on an annual basis. This includes PwC obtaining sufficient, relevant and reliable audit evidence to enable them to issue opinions on the fair presentation of the financial statements of FNZ. FNZ also undertakes a semi-annual review of the effectiveness of our internal controls. This is carried out by PwC and is prepared in accordance with the International Standard on Assurance Engagements (New Zealand) 3402 - Assurance Reports on Controls at a Service Organisation (ISAE (NZ) 3402). This report is provided to your wealth management provider. FNZ's custodial and client money handling procedures are also independently audited by PwC on an annual basis.

No Criminal Convictions, Insolvency and Disciplinary Proceedings

Neither FNZ nor any of its principal officers has ever been:

- Convicted of an offence under the Financial Advisers Act 2008, Financial Markets Conducts Act 2013 (any associated regulations or preceding legislation) or any crime involving dishonesty or been a principal officer of a company at a time when that company committed one of these offences;
- Adjudicated bankrupt or (in the case of FNZ) been placed in statutory management or receivership;
- Prohibited from managing a company or business;
- The subject of an adverse finding in any proceedings taken against it in its professional capacity; or
- Expelled or prohibited from being a member of a professional body.

How you can make a complaint

In general, you should contact WealthView if you have a complaint to make.

However, in the event that you wish to make a complaint about our service, you may contact us. We have an internal complaints process and undertake to investigate your concerns promptly and fairly. You may contact us to make a complaint by telephone, by email or in writing to:

Postal address: FNZ Ltd
PO Box 396
Wellington 6011

Phone: 0800 888 445 or (04) 803 9400
Email: help@fnz.co.nz

If you have complained to us and you are not happy with the outcome of our internal complaints process or if we have taken more than 40 working days to resolve your complaint, you may contact Financial Services Complaints Limited ("FSCL") – A Financial Ombudsman Service. FSCL is an external dispute resolution scheme of which FNZ is a member. FSCL provides a free of charge service and can be contacted at:



Postal address: FSC
PO Box 5967
Wellington 6140

Phone: 0800 347 257
Email: complaints@fsc.org.nz

Alternatively, you can also make a complaint directly to the Financial Markets Authority (FMA).