

Simplify™ Disclosure Statement

Simplify Holdings International Pty Ltd

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Simplify is a registered Financial Service Provider FSP455126 and holds a class 3, full financial advice provider licence issued by the Financial Markets Authority (FMA), date of authorisation 15th March 2023.

Nature and scope of advice

Simplify are a Motor Vehicle and Asset Finance Broker. Our focus is to understand our Clients' needs and deliver the best possible outcome, in placing them with the most suitable lender from a panel of approved suppliers.

Simplify's Finance Specialists provide advice about:

- the clients suitability to apply for a motor vehicle or asset finance loan within our panel of lenders
- the most suitable lender and loan structure to service the clients needs from our panel of lenders
- options in utilising unencumbered assets to secure a loan for capital raising and debt consolidation
- top-ups to existing loans
- restructuring and refinancing of existing loans.
- We also provide general information to help customers decide on insurance protection options for a motor vehicle asset and associated loan. We do not provide advice on this insurance based on any consideration of a customers objectives, existing insurance policies held, financial situation or needs.

As an intermediary, at Simplify we will do some of the things which our lenders and insurers would otherwise do, if they were providing the finance or insurance directly to that customer.

These things are:

- Providing potential customers with factual information about the lender or insurer's products;
- Make preliminary inquiries about a potential customer's requirements and objectives;
- Collect some of the information the lender or insurer needs; and
- Submit applications to the lender/insurer on behalf of potential customers.

If an application is accepted by the lender or insurer, this will also include:

- Explaining to the customer(s) and ensuring they understand the key features of the finance or credit related insurance, this include primary borrowers, co-borrowers and guarantors (all parties to any application or agreement);
- Providing the customer(s) with copies of the loan agreement, insurance terms and all related documents in soft copy, (and on occasion hard copy), "initial disclosure"; and
- Arranging for the loan agreement and any other documents the lender or insurer needs signed to be returned to the lender for settlement and funds disbursement.

We never give a customer or anyone else the impression that;

- We are able to make promises or take action on the lender or insurers behalf; or in particular, that we are able to provide financial advice, or to hold or handle money, on the lenders behalf.
- We have any control over whether or not the lender or insurer will accept the customers application. All finance approvals are subject to lender credit criteria and responsible lending requirements.

Fees, expenses and other amounts payable

Terms and interest rates offered will depend on your own individual or company circumstances and the security

(Motor Vehicle) being purchased. Lender fees and charges, terms and conditions will apply, and we will discuss these with you once we can establish your objectives and which lender best suits your needs.

Simplify charges a service fee, commonly referred to as an origination, introducer or broker fee. This fee can vary between \$ 0.00 and \$ 995, and is included in your loan structure/repayments. The fee charged relates to the provision of our specialised services in assisting you in obtaining the right solutions to meet your needs and objectives, in obtaining motor vehicle finance and insurance. If you do not enter into the credit contract you will not be charged. Simplify is responsible for administering insurance policies on behalf of Autosure. An administration fee of \$ 75 is charged by Simplify, to cover expenses related to the additional administrative costs of changing or cancelling an insurance policy outside of the cooling off period. This fee will be deducted from the prorata reimbursement, where the policy is eligible for one.

Associated fees may be higher than listed above for business loans and personal loans. These fees are based on a percentage of the amount financed.

Referral fees and incentives

We receive referrals from a broad range of sources and we may pay fees to these sources (e.g. existing Simplify customers, motor dealers, real estate agents, mortgage brokers or accountants) for referring you to us. You do not pay these fees. Total fees paid by us for this finance proposal are estimated to be a percentage split of any commissions we receive or a fixed amount agreed with the referrer.

Conflicts of interest

We give priority to our clients' interests and ensure any potential conflict is appropriately managed by applying the proper lending practices of the business. It's part of our governance to ensure that any conflicts of interest that do arise are quickly identified and managed so that our clients' confidence and trust in us is maintained.

As such, we have adequate measures in place to ensure clients are not disadvantaged as a result of conflicts of interest that may arise in the course of engaging in credit activities. Controlling conflict of interest is an inherent component of our Business's risk management system. To ensure that our Finance Specialists prioritise the client's interests above their own, we follow a process that ensures solutions are made based on the client's needs and circumstances, as advised to us.

Complaints and Disputes

If you are concerned or not satisfied with any part of our service, you can contact our internal disputes service in these ways:

☐ Telephone: 0800 001 561

☐ Email: info@simplify.co.nz

☐ In writing to: Unit 14/6 Waima Street, Avondale, Auckland, 1021, New Zealand

- We will acknowledge your complaint within two business days of its receipt
- We will let you know if we need any further information from you to investigate your complaint
- We aim to resolve complaints as quickly and efficiently as possible
- We will strive to resolve complaints within five business days, but in some cases where we need to obtain further detail, this may take a little longer to resolve.

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact Financial Services Complaints Limited (FSCL) for advice. This service will cost you nothing, and will help us resolve any disagreements. You can contact FSCL at:

☐ Postal Address: Level 4, 101 Lambton Quay, Wellington 6011

☐ Telephone: 0800 347 257

☐ Email Address: complaints@fscl.org.nz

☐ Reference: FSP Number #455126 FSCL member #5975

Duties Information

Simplify is bound by its duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice. We are required to:

- give priority to our clients interests by taking all reasonable steps to make sure our advice is not materially influenced by our own interests (431K)
- exercise care, diligence, and skill in providing our clients with advice (431L)
- 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 our clients with advice) (431I)
- 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 we treat you as we should and give you suitable advice).

This summary details only some of the duties and responsibilities that we have. Contact us for more information, or visit the Financial Markets Authority website at <https://www.fma.govt.nz>.