

## Choosing a Forsyth Barr Financial Advice Service

This document contains information to help you decide if our financial advice services meet your needs.

### We are a licenced Financial Advice Provider

Forsyth Barr Limited ("Forsyth Barr") holds a licence issued by the Financial Markets Authority ("FMA") to provide financial advice services.

As a financial advice provider, Forsyth Barr, our Investment Advisers, and anyone else giving advice on our behalf are bound by duties to:

- exercise care, diligence, and skill,
- give priority to the client's interests, and
- when dealing with retail clients, comply with the Code of Professional Conduct for Financial Advice Services, which includes standards relating to competence, knowledge, skill, ethical behaviour, conduct, and client care (you can find out more about the Code on the FMA's website, [fma.govt.nz](http://fma.govt.nz)).

### How to contact us

You can contact us by phone on 0800 367 227. You will be connected to your nearest Forsyth Barr office. They'll be able to help with any questions you may have, and connect you to an Investment Adviser.

### Financial advice in our investment services

We provide a range of investment services which vary in terms of the range of financial products available or considered, and the nature of the financial advice provided.

## Investment Services

### Private Portfolio Management

#### TYPE OF ADVICE PROVIDED

- This service is a discretionary investment management service in which we manage a portfolio of investments for you. The advice we provide you is about entering into the Forsyth Barr Private Portfolio Management service and the parameters of the investment mandate within that service.
- Access to Forsyth Barr and third party research reports.

#### PRODUCTS COVERED BY ADVICE

- We only provide advice on and in relation to the Forsyth Barr Private Portfolio Management service, which is provided by Forsyth Barr Investment Management Limited.
- Forsyth Barr and third party research reports cover selected listed securities.

### Premium Advisory Service

#### TYPE OF ADVICE PROVIDED

- Financial advice based on both our assessment of the securities involved, as well as our assessment as to their suitability for you as an investor. We undertake ongoing monitoring of your portfolio and provide you with advice accordingly.
- Access to Forsyth Barr and third party research reports.

#### PRODUCTS COVERED BY ADVICE

- Shares, fixed interest investments, and managed funds where we have access to information that provides us with a reasonable basis for giving advice. Our advice under this service is not limited to financial products issued by particular issuers or product providers.
- Forsyth Barr and third party research reports cover selected listed securities.

### **Managed Fund Advisory Service**

#### TYPE OF ADVICE PROVIDED

- Financial advice on a selected range of managed funds, based on our assessment of the funds involved and tailored to your financial situation, goals, and risk tolerance.
- Access to Forsyth Barr and third party research reports.

#### PRODUCTS COVERED BY ADVICE

- The range of Forsyth Barr Investment Funds provided by Forsyth Barr Investment Management Limited or the Westpac Active Series Funds provided by BT Funds Management (NZ) Limited.
- For more information about the Forsyth Barr Investment Funds visit [www.forsythbarr.co.nz/investmentfunds](http://www.forsythbarr.co.nz/investmentfunds)
- Forsyth Barr and third party research reports cover selected listed securities.

### **KiwiSaver Advisory Service**

#### TYPE OF ADVICE PROVIDED

- Choice of non-personalised or personalised advice about your KiwiSaver investment in either the Summer KiwiSaver Scheme or the Westpac KiwiSaver Scheme.
- Access to Forsyth Barr and third party research reports.

#### PRODUCTS COVERED BY ADVICE

- Funds within either the Summer KiwiSaver Scheme or the Westpac KiwiSaver Scheme only.
- The Summer KiwiSaver Scheme is provided by Forsyth Barr Investment Management Limited. For information visit [www.summer.co.nz](http://www.summer.co.nz)
- The Westpac KiwiSaver Scheme is provided by BT Funds Management (NZ) Limited.

### **Investment Advisory Service**

#### TYPE OF ADVICE PROVIDED

- Financial advice based on our assessment of the financial product(s) identified by you and the investment risk profile you select.
- This is a limited advice service. We do not undertake any assessment of your risk profile, and we do not take into account your financial situation or goals. We do not monitor your investments.
- Access to Forsyth Barr and third party research reports.

#### PRODUCTS COVERED BY ADVICE

- Shares, fixed interest investments, and managed funds where we have access to information that provides us with a reasonable basis for giving advice. Our advice under this service is not limited to financial products issued by particular issuers or product providers.
- Forsyth Barr and third party research reports cover selected listed securities.

### **Investment Transaction Service**

#### TYPE OF ADVICE PROVIDED

- Access to Forsyth Barr and third party research reports.

#### PRODUCTS COVERED BY ADVICE

- Forsyth Barr and third party research reports cover selected listed securities.

### **Summer KiwiSaver Investment Profile Tool**

#### TYPE OF ADVICE PROVIDED

- Limited non-personalised digital advice about fund selection within the Summer KiwiSaver Scheme based on your answers to a small number of questions.

#### PRODUCTS COVERED BY ADVICE

- Funds within the Summer KiwiSaver Scheme only.
- The Summer KiwiSaver Scheme is provided by Forsyth Barr Investment Management Limited. For more information visit [www.summer.co.nz](http://www.summer.co.nz)

### **Fees, incentives, and conflicts of interest in relation to financial advice**

When you seek financial advice, in addition to considering the fees you pay for the advice and the fees and charges that apply when you act on the advice, you may also want to consider:

- any other payments or other benefits your financial adviser or financial advice provider, or another person connected with them, may receive in connection with giving you advice or you acting on their advice,
- whether any fees, charges, payments or other benefits are likely to materially influence the advice you get, and
- whether your financial adviser or financial advice provider, or another person connected with them, has any other interests likely to materially influence the advice you get.

We charge portfolio fees for some of our investment services and you will usually have to pay fees, expenses, or other amounts in relation to acting on any advice from us (such as brokerage and trade fees, and fund management and other investment management and administration services fees). In addition, in some cases, we receive payments from third parties when you act on advice from us. Generally, the bigger a portfolio or a transaction, and the more transactions done through us and the more services we provide you, the more revenue we receive. Also, many of our Investment Advisers receive remuneration from Forsyth Barr based in part on the portfolio fees, brokerage and other revenues we receive on the accounts they manage.

These various payments create potential conflicts of interest and, as such, have the potential to influence advice provided if advice processes are not properly managed. Forsyth Barr and our Investment Advisers follow processes, and we have oversight and controls, designed to ensure that the financial advice you receive from us is not influenced by fees, charges, payments, other benefits or other interests (see “Steps taken to manage conflicts of interest” below for more detail).

### **Steps taken to manage conflicts of interest**

Forsyth Barr has a number of policies and procedures in place to ensure that any conflicts of interest are identified and managed and that our investors' interests are always put first. These are:

- disclosing the existence of conflicts of interest to investors, including in the disclosure above,
- the Forsyth Barr Code of Conduct, which applies to all Forsyth Barr employees. The Code provides that employees must never permit their personal interests to conflict with or to appear to conflict with, the interests of investors or Forsyth Barr. All employees must make all reasonable efforts to avoid conflicts of interest and ensure that clients are fairly treated,
- compliance by our Investment Advisers with the Code of Professional Conduct for Financial Advice Services and NZX Participant Rules,
- internal monitoring by our Compliance team to ensure that our directors and employees comply with our duties to clients and all other relevant laws and rules, and
- regular reporting on compliance-related issues to our board.

## Our complaints process

### Your satisfaction is important to us

If you are not satisfied with the service you have received from Forsyth Barr and want to make a complaint, please contact your Investment Adviser in the first instance.

If you don't want to contact your Investment Adviser directly, or you aren't sure who to contact, get in touch with us with the details of your complaint.

You can,

- complete an online form which can be found at [www.forsythbarr.co.nz/complaints-process](http://www.forsythbarr.co.nz/complaints-process);
- email the Forsyth Barr Compliance Manager at [compliance@forsythbarr.co.nz](mailto:compliance@forsythbarr.co.nz);
- phone us on 0800 367 227; or
- write to us, addressing your letter to: The Compliance Manager, Forsyth Barr, PO Box 97, Shortland Street, Auckland 1140.

We will acknowledge that we received your complaint as soon as possible but no later than after 2 days of receipt.

### Complaints process overview

Your satisfaction is important to us.

We will listen carefully and seek to establish all the relevant facts. We may need to ask you for some information in writing.

We will carefully consider the complaint and how you propose we may resolve the matter. Sometimes we will be able to resolve your complaint to your satisfaction quite quickly. On occasion though, it may take us a little longer to investigate and respond to you. We will do our best to resolve a complaint within 20 business days. If it will take us longer, we will let you know why and how much more time we need.

## Dispute resolution service

If you are not happy with our response to your complaint, you may refer the matter to Financial Services Complaints Limited ("FSCL"). FSCL is a dispute resolution scheme that is approved by the Ministry of Consumer Affairs. FSCL provides a free, independent dispute resolution service, and they may help to investigate or resolve your complaint if you were not satisfied with our response.

You can contact FSCL by,

- email at [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz);
- phone on 0800 347 257; or
- mail to: Financial Services Complaints Limited, PO Box 5967, Wellington 6140.

For more information about FSCL see their website: [www.fscl.org.nz](http://www.fscl.org.nz)