NAKED FINANCE

DISCLOSURE STATEMENT

Important information about Naked Finance Limited



Licensing Information

Naked Finance is regulated by the Financial Markets Authority (FMA) and holds a Class 2 licence allowing them to provide advice under the Financial Markets Act 2013.
FSP number 735471
Information pertaining to this is publicly available online on the Financial Services Providers Register.

Contact information

Naked Finance
P: 09 416 4357
E: support@nakedfinance.nz
W: www.nakedfinance.nz
A: 3 Boundary Road, Hobsonville Point, Auckland, 0618

What we do (Nature and Scope)

Naked Finance provides personalised advice to everyday Kiwis in straightforward and easy-to-understand English. We do this following our bare all approach and ensuring that you fully understand the advice and what it means to you. In this process, we get to know you and what is important to you, helping us shape the advice. We do not view anything we do as a transactional process; rather, we want to create a relationship that lasts a lifetime.

We provide advice that falls into three general categories, based on our expertise and training. If your needs fall outside of this, we are more than happy to refer you to another provider in the marketplace upon your request.

These Categories are as follows:

Investments



Insurances



Mortgages



Within these categories, we have looked in the marketplace and chosen the providers we feel best align with our overall strategy for clients. These are as follows:

Banks and Lender









































































Investments

booster
Generate
Lifetime RETIREMENT INCOME
Kernel
NZX
Saturn Invest
MILFORD
fisherfunds
iSelect SUPERANNUATION
GoCIO
NZFUNDS
QUAYSTREET ASSET MANAGEMENT
Pathfinder

Insurance

CHUBB
nib
Asteron Life
booster
fidelity life
partners life
Pinnacle Life
AIA
pps
Southern Cross Health Insurance

Conduct

In providing these services, we are bound by a code of conduct that lays out a duty of care. These are our industry standards of competence, ethical behaviour, conduct, and care.

In short, your best interests are to be held as a central focus of all advice we give. All our advisers at Naked Finance adhere to this code when providing advice to our clients.

How we get paid (Commissions and Incentives)

Firstly, Naked Finance NEVER charges for the advice we provide; only if you choose to action the advice can a fee be incurred. This allows us to stay true to our ethos of ensuring our clients have all the relevant information before making an informed decision.

If you take out a Policy, Mortgage, or Investment with us, Naked Finance will be paid a fee by the provider (Mortgage lender, Insurer, Superannuation scheme, etc.) A portion of this will be retained by the company to keep the lights on and pay our great staff, etc; after this, a portion will be paid to the adviser you work with for the work they've done.

In the case of ongoing advice, Naked Finance may receive a fee from the company to facilitate said advice in the form of a percentage of the value of your investment balance, outstanding loan amount, or premiums. This is usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Occasionally, providers may like to thank us for the work we do with them; this may take the form of a lunch shout, a bottle of wine, or the like.

Conflicts of Interest

Naked Finance follows a rigorous process to ensure that you, the client, best interests are always the central focus of any advice given. All our advisers undergo regular training to identify and mitigate conflicts of interest when they arise.

To ensure that our financial advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances. We undertake an external compliance audit on a biennial basis, and a review of our compliance program is undertaken annually by a reputable compliance adviser.

Complaints and Dispute Resolution

If you are not satisfied with our financial advice service, you can raise a concern or make a complaint in the following ways:

Email: support@nakedfinance.nz
Phone: 09 416 4357

You can also write to us at:
Naked Finance
PO BOX 317080
3 Boundary Road
Hobsonville Point Auckland
0618

When we receive a complaint, we will consider it following our internal complaints process:

- We will consider your complaint 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 in a timely manner. If we can't, we will contact you 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 can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Services Complaints Limited (FSCL). FSCL provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we haven't been able to resolve your complaint to your satisfaction.

You can contact FSCL in the following ways:
Email: complaints@fscl.org.nz
Phone: 0800 347 257

You can also write to FSCL at:
FSCL,
PO Box 5967,
Wellington
6140.

Our Duties

Naked Finance and anyone who gives financial advice on our behalf have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

- To give priority to the best interests of you, the client, and ensure that the personal interests of our advisers do not adversely affect this.
- When we provide advice to you, exercise care, diligence, and skill.
- 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). Where we do not have the experience or skill, then we will happily refer you to someone who does, upon your request.
- In short, treat people how you want to be treated yourself. 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 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 https://www.fma.govt.nz.