

PUBLIC DISCLOSURE STATEMENT

Name of Financial Advice Provider: Avenue Advice Limited

Avenue Advice is a Licensed Financial Advice Provider issued by the FMA to provide financial advice services.

The registration number of Avenue Advice Limited is FSP687131

Business Address:

Level 3
95 Hurstmere Road
Takapuna
Auckland 0622

Postal Address:

PO Box 33-047,
Takapuna,
Auckland 0740

Telephone number: 021 247 1112
Email address: gavin@avenueadvice.co.nz

This disclosure statement was prepared on **15 March 2021**.

If there is any aspect of this disclosure statement that you do not understand, please ask us to clarify that aspect for you.

Nature and Scope of Financial Advice Services

Avenue Advice provides the following types of financial adviser services:

- Retirement and Investment advice
- Investment planning services
- Financial planning advice
- Personal insurance advice
- Business advisory services
- UK Pension transfer advice

Where Avenue's knowledge/competency in a particular discipline is general in nature, we may recommend that you obtain further specialist advice, i.e. matters relating to Taxation, Estate Planning and certain types of insurance.

Avenue Advice can provide advice on the following financial products:

We are able to provide advice on all mainstream financial products and investments both listed and unlisted and am not obligated to recommend the offerings of any one issuer. These products and investments include (but not limited to):

Australian, New Zealand or international equities, bonds, deposits, debentures, property, personal insurance, foreign exchange (New Zealand and overseas), Managed Funds, KiwiSaver, Superannuation Schemes, Unit Trusts and Private Equity.

Product providers we work with include:

- For investment portfolio management services: OneAnswer, FNZ
- For personal insurance: AIA, AMP, Partners Life, Fidelity Life
- For KiwiSaver: OneAnswer and AMP
- For UK Pension Transfers: NZ Funds and Booster
- For Share Transactions: Jarden

Fees or Expenses

A fixed fee or estimate of the fee range will be quoted for the preparation of a financial plan or written advice and is dependent on the extent of the work involved. This fee is payable to Avenue Advice Ltd and payable upon completion of the work commissioned. The hourly rate the fee is calculated is \$200 plus GST.

Depending on the nature of our recommendations, there may be fees and costs attached to the implementation and, if applicable, the ongoing monitoring or management of the plan. When we have prepared the plan, we will provide you with a separate disclosure statement, which will detail any additional fees that would apply if you were to proceed with the advice.

Nearly all of the remuneration for advice implementation and ongoing monitoring received by Avenue Advice is in the form of the fee paid by the client for services rendered and not by any third party.

If Avenue Advice will receive an initial or ongoing fee or commission in connection with an investment or insurance recommended to you, we will disclose all details of such fee or commission in a fees and remuneration statement at the time of making the recommendation.

Initial commissions for personal insurance are calculated as a percentage of the annual premium charged. Ongoing commission is usually calculated at the end of each month in which you continue to have in place the policy and pay the premium.

Conflicts of Interest and Incentives

Avenue Advice may receive commissions from the insurance providers we give advice on. The amount of the commission is based on the amount of the premium.

For investment management services our policy is to rebate material commissions received from issuers in connection with your investment back to you. In some instances the amount of commission may be so small or impracticable to rebate in which case the amount of the rebate will be fully disclosed to you and (where applicable) our ongoing monitoring fee will be reduced to make allowance for such external payments.

Avenue Advice receives no bonus or extra benefit from recommending a particular course of action to the client. However Avenue Advice and/or its advisers may receive unsolicited and unanticipated benefits in the form of goods and or services from investment service providers, e.g. a "free" breakfast at an information briefing.

Avenue Advice subscribes to an external insurance analysis service provided by QuoteMonster. As part of any insurance recommendation, full analysis is completed with the best highest-rated policy typically being the preferred option. We do not receive any commission override or booster for providing this analysis.

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our recommendations are made on the client's goals and circumstances. Gift registers and ongoing training is undertaken about how to manage conflicts annually, a log is kept and audited to ensure minimum standards are being met.

Complaints Handling and Dispute Resolution

If you have a problem, concern, or complaint, in the first instance, please tell us so that we can try to fix the problem. Avenue Advice can be contacted via email at gavin@avenueadvice.co.nz, cell on 021 247 1112 or mail:

PO Box 33-047
Takapuna
Auckland 0740

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 will 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 via phone or email to let you know we can resolve your complaint and how we will resolve it.

If we cannot agree on how to fix the issue, or if you decided not to use the internal complaints scheme, you can contact the Insurance & Financial Services Ombudsman Scheme Inc. This service will cost you nothing, and will help us resolve any disagreements. You can contact the Insurance & Financial Services Ombudsman Scheme Inc at:

IFSO Scheme Inc
Level 2, Solnet House
70 The Terrace
Wellington 6143

PO Box 10-845
Wellington 6143

Phone: 04 499 7612
Email: info@ifso.nz

Duties information

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge and skill set out in the Code of Conduct.
- Give priority to the clients' interest and
- Exercise care, diligence and skill and
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.

Declaration

I, Gavin John Busch, declare that, to the best of my knowledge and belief, the information contained in this public disclosure statement is true and complete and complies with the Financial Markets Conduct Act 2013 and the Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020.

Signed: 