

# Financial Advice Provider Disclosure Statement



This Disclosure Statement provides you with important information about the financial advice services provided by ANZ Bank New Zealand Limited ('ANZ', 'we' or 'us'). This Disclosure Statement was prepared on 30 April 2024.

## ABOUT US

ANZ holds a Financial Advice Provider licence issued by the Financial Markets Authority to provide financial advice to retail clients.

ANZ will provide financial advice through nominated representatives or financial advisers directly engaged by ANZ. ANZ will also provide financial advice directly from time to time (for example, through digital solutions).

We also have arrangements with related companies allowing us to indirectly engage their employees as nominated representatives to provide financial advice for us. Those companies are unable to provide their own financial advice service.

Our nominated representatives are also only permitted to provide financial advice for ANZ.

## WHAT FINANCIAL ADVICE SERVICES CAN ANZ PROVIDE?

ANZ, and anyone we engage to provide financial advice for us, can provide financial advice only on the following products that ANZ, its subsidiaries, or the insurers named below offer:

- ANZ bank accounts and term deposits;
- ANZ home loans, personal loans, overdrafts, and credit cards;
- KiwiSaver schemes issued by ANZ New Zealand Investments Limited ('ANZI');
- general insurance (Home, Contents, Car, Boat) issued by Vero Insurance New Zealand Limited;
- the ANZ Investment Funds issued by ANZI;
- the ANZ PIE Fund issued by ANZ Investment Services (New Zealand) Limited;
- ANZ's discretionary investment management service;
- derivatives issued by ANZ; and
- a renewal or variation of the terms or conditions of any of the above products.

## WHAT FEES WILL YOU PAY FOR OUR FINANCIAL ADVICE SERVICES?

We do not charge fees for providing financial advice services to you.

## CONFLICTS OF INTEREST

For the purposes of the Financial Markets Conduct Act 2013, a conflict of interest means any interest of ANZ, ANZI, or persons engaged to give financial advice on our behalf which a client may find likely to materially influence our advice.

A description of potential conflicts of interest relevant to our financial advice service are set out below.

Summary	Description of the potential conflict of interest
KiwiSaver and other managed investment schemes provided by ANZI	<p>ANZI receives fees when a customer invests in a KiwiSaver or other managed investment scheme that it provides. The fee charged is a management fee as a percentage of funds under management. The level of the management fee varies on a fund-by-fund basis.</p> <p>Further details regarding fees are contained in the product disclosure statement for the relevant scheme, or as set out on our webpage for the ANZ Default KiwiSaver Scheme.</p>
Staff remuneration	<p>ANZ's employees and the nominated representatives we engage indirectly through related companies are eligible to receive variable remuneration from us in addition to their salary. This may comprise an amount, calculated and paid annually, based on a fixed percentage of their salary and allocated based on the performance of Australia and New Zealand Banking Group Limited (the parent company of ANZ). In addition, some employees and nominated representatives may be eligible to receive variable remuneration based on business and individual performance.</p> <p>All awards of variable remuneration are subject to the relevant employee or nominated representative meeting minimum standards of performance and conduct.</p>
ANZ's Markets team	<p>Markets acts as a 'market maker', meaning that it offers prices to enter into transactions relating to a variety of currencies, assets and interest rates (<b>financial instruments</b>) and provides liquidity in those financial instruments. In carrying out these market making activities:</p> <ul style="list-style-type: none"><li>• Markets may trade prior to or at the same time as your transaction and may modify and/or terminate its positions or otherwise take action for ANZ's own account to facilitate transactions with other counterparties, to manage risk, to source liquidity or for other reasons;</li><li>• Markets may be trading in the same or related financial instruments for ANZ's own account that are the same, similar or opposite to your positions; and</li><li>• ANZ is a contributor bank through its trading activity in the New Zealand bank bills market, which market will determine payments made under some derivative transactions, including New Zealand dollar interest rate swaps.</li></ul>

In addition to the conflicts of interest listed above, if you take up a product or service or enter into a transaction with us, we may benefit if we earn fees and/or other income from those products or services.

ANZ's employees and the nominated representatives that we engage indirectly follow certain guidelines when providing financial advice to ensure the product recommended is suitable for the customer. ANZ's employees and nominated representatives do not receive incentives linked to the number of products they sell.

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## COMMISSIONS

ANZ will generally receive a commission when a customer decides to take out an insurance product offered by ANZ or when a customer is referred to and takes out insurance through an insurance partner. The commission will be payable to ANZ by the insurer, and is generally calculated as a percentage of the premium you pay.

ANZ has a number of systems and controls in place to ensure that the conflicts of interest inherent in commissions are managed. For example:

- ANZ regularly reviews the products it offers customers to ensure they remain fit for purpose;
- Anyone providing financial advice on behalf of ANZ receives training on insurance products to ensure insurance is sold or referred appropriately; and
- Anyone providing financial advice on behalf of ANZ follows guidelines when providing financial advice that are designed to ensure the product recommended is suitable for the customer.

## WHAT SHOULD YOU DO IF SOMETHING GOES WRONG?

We're serious about providing excellent service. That's why your feedback is so important to us. If you have a problem or concern, we want to know so we can fix it as quickly as possible. We'll try to resolve the issue immediately. However, if we need to investigate the matter in more detail, we'll aim to resolve it to your satisfaction within 5 working days.

If you have a suggestion about how we can do things better, we'd like to hear about it so we can improve our service.

### Contact us

- **Online:** Use the online form on our website [anz.co.nz/complaints](https://anz.co.nz/complaints) or in the 'Contact Us' section of our goMoney app
- If you're registered for ANZ Internet Banking, send us a secure BankMail
- **By phone:** Call our ANZ Customer Feedback toll-free number **0800 560 555**. If you are overseas, call **+64 4 470 3142** (toll charges apply)
- **In person:** Talk to the team at your nearest [ANZ branch \(anz.co.nz/locations\)](https://anz.co.nz/locations), or give your relationship manager a call – they will try and fix things for you on the spot
- **Email us:** [enquiry@anz.com](mailto:enquiry@anz.com)
- **By mail:**  
ANZ Customer Relations  
Private Bag 92210  
Victoria St West  
Auckland 1142

If you have a problem or concern about a Markets product or service, please contact your ANZ Markets Dealer in the first instance. If you are not satisfied after speaking to your ANZ Markets Dealer, please contact ANZ's Derivatives Complaints Officer at Private Bag 92210, Victoria Street West, Auckland 1142 or by calling 0800 626 966.

If you have concerns about how your complaint is being progressed or how it has been handled, you can ask our Customer Relations team to independently review the matter on your behalf.

## Banking Ombudsman Scheme

If you feel we haven't resolved your concern satisfactorily, you can seek free and independent assistance from the Banking Ombudsman Scheme. Please note that before the Banking Ombudsman Scheme can formally investigate your complaint, it must first have been fully investigated by ANZ.

The Banking Ombudsman Scheme can help customers resolve concerns and disputes with their bank. The Banking Ombudsman Scheme isn't able to consider all types of complaints – see the [Banking Ombudsman Scheme website \(bankomb.org.nz\)](https://bankomb.org.nz) for more information.

How to contact the Banking Ombudsman Scheme:

### Address:

Freepost 218002  
PO Box 25327  
Featherston Street  
Wellington 6140  
New Zealand

### Website:

[bankomb.org.nz](https://bankomb.org.nz)

### Email address:

[help@bankomb.org.nz](mailto:help@bankomb.org.nz)

### Telephone number:

0800 805 950  
or +64 4 915 0400 (from overseas)

## WHAT ARE OUR OBLIGATIONS WHEN PROVIDING FINANCIAL ADVICE SERVICES?

ANZ and anyone giving financial advice on our behalf have to meet certain duties under the Financial Markets Conduct Act 2013 and the Code of Professional Conduct for Financial Advice Services ('Code'). These duties include:

- meeting standards of competency, knowledge, and skill set out in the Code;
- meeting standards of ethical behaviour, conduct, and client care set out in the Code;
- giving priority to our clients' interests; and
- exercising care, diligence, and skill when providing financial advice.

You can find a full copy of the Code here: [financialadvicecode.govt.nz](https://financialadvicecode.govt.nz)