



Windsor Wealth Management Disclosure Statement

This disclosure statement was prepared on: 17th March 2021

Licence Information

Windsor Wealth Management (FSP 647509) holds a licence issued by the Financial Markets Authority to provide financial advice.

Mission Statement

We want to ultimately help clients to make wise financial choices to get what they want out of life. Typically, this involves setting a plan to retire securely, often earlier than was previously thought possible with more passive income than was thought possible.

We achieve this through understanding clients and listening to them properly, developing a personalised strategic financial plan and tactically advising on investment, mortgage, and insurance solutions.

Values

We believe that if we act always in clients interest only, then we will be working in our own interests as well through strengthened reputation and business through word of mouth.

Conduct

Windsor Wealth Management 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:

- Give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests
- Exercise care, diligence, and skill in providing you with advice • 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)
- 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>.

Contact Details

Address: PO Box 56063, Dominion Rd, Auckland 1446

Trading name: Windsor Wealth Management

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Email address: info@windsorwealth.co.nz

It is important that you read this document**Nature and Scope of Engagement**

Windsor Wealth Management provides advice on financial planning, investments, kiwisaver, pension transfers, mortgages and insurance. We only provide financial advice about products from certain providers.

Investments (non kiwisaver)

We don't receive financial remuneration from product providers or platforms for any investment advice provided. We are remunerated by way of fee that is agreed up front with clients.

We recommend a mix of New Zealand managed funds, International Managed Funds, Individual Equities, and Corporate Bonds

Mortgages**Banks**

ANZ	ASB	BNZ
Co-Operative	Heartland	SBS
Sovereign	TSB	Westpac

Second Tier Lenders

Avanti Fiance	Cressida
DBR	First Rate Mortgage Trust
Liberty Financial	Prospa
Resimac	Select Asset
Bluestone	

Insurance

- AIA
- Partners Life

Kiwisaver

- Booster
- Generate Kiwisaver

Commissions

Investments:

For all Investment Advice that is not kiwisaver related, Windsor Wealth Management will not receive any commissions.

Mortgages:

Mortgage Products	Max Upfront Commission	Max Ongoing Commission	Re-fix	Arrangements to manage conflict of interest
ANZ	0.85%	\$0	\$150	Disclosure of commissions upfront
ASB	0.85%	\$0	\$150	Disclosure of commissions upfront
BNZ	0.55%	0.15%	\$0	Disclosure of commissions upfront
DBR	0.45%	\$0	\$0	Disclosure of commissions upfront
Co -Operative Bank	0.7%	\$0	\$150	Disclosure of commissions upfront
Cressida Capital	0.45%	\$0	\$0	Disclosure of commissions upfront
Avanti Finance	0.80%	\$0	\$0	Disclosure of commissions upfront
Heartland Bank	\$200 + 1.5%	\$0	\$0	Disclosure of commissions upfront
Liberty Financial	0.70%	0.30%	\$0	Disclosure of commissions upfront
Resimac	0.80%	0.20%	\$0	Disclosure of commissions upfront
SBS Bank	0.70%	\$0	\$150	Disclosure of commissions upfront
Sovereign	0.85%	0.20%	\$0	Disclosure of commissions upfront

TSB	0.85%	\$0	\$0	Disclosure of commissions upfront
Westpac	0.60%	0.20%	\$0	Disclosure of commissions upfront

Business and Personal Lending

Mortgage Products	Max Upfront Commission	Max Ongoing Commission	Arrangements to manage conflict of interest
Prospera	3%	0%	Disclosure of commissions upfront
Select Asset	Up to 8.95%	0%	Disclosure of commissions upfront

Insurance

Insurance Products	Max Upfront Commission as % of annual premium	Max Ongoing Commission	Arrangements to manage conflict of interest
AIA	Up to 240%	7.5%	See below
Partners Life	Up to 200%	10% if up front taken, or up to 35% if no upfront taken (called "as earned")	See below

Arrangements to manage insurance conflicts of interest:

Where possible we take no upfront commission for the following reasons:

- We want to be paid to look after clients, not just to sign them up
- We won't make additional revenue if we advise clients to insure with another provider, so if we advise clients to move insurer, it will be for their benefit and not ours
- It helps to put us on the side of the table of the client
- It makes any sign up a less significant monetary event if there is no large up front at stake. It's as valuable as looking after existing clients, not significantly more valuable.
- All commissions fully disclosed up front
- We do not have a relationship with any insurance providers where they refer clients to us in exchange for us recommending them. Our recommendations are based on clients interest only

Low number of insurance providers:

We work with fewer number of providers than average advisers because we have more conviction in particular providers than average advisers.

We don't work with production targets for providers. We only steer clients to where we think they should be insured. We can demonstrate a history of being asked to allocate a certain level of business to an insurance provider in order to retain accreditation. We preferred to let the accreditation lapse as we did not have a conviction level of support for the product.

We keep track of all insurance providers by using independent research software from Quality Product Research Limited which compares the market for quality of policies as well as pricing. If any providers show through as more competitive on price or quality we will seek accreditation at once to ensure we offer the best in the market for our clients

We provide independent research reports to clients so they can see a full market comparison to accompany any insurance recommendations. Our insurance recommendation should be aligned with the independent research, or if not, there should be a logical explanation.

Kiwisaver

Kiwisaver Products	Max Upfront Commission	Max Ongoing Commission	Arrangements to manage conflict of interest
Generate	Up to \$240	0.25%	See below
Booster	\$0	0.25%	See below

Arrangements to manage Kiwisaver advice conflicts of interest:

- All commissions fully disclosed up front
- We do not have a relationship with any kiwisaver providers where they refer clients to us in exchange for us recommending them. Our recommendations are based on clients interest only

Low number of Kiwisaver providers:

We work with fewer number of providers than average advisers because we have more conviction in particular providers than average advisers.

We don't work with production targets for providers. We only steer clients to where we think they should be invested.

We review the Morningstar Kiwisaver Report each quarter and all kiwisaver recommendations are accompanied by a table of 5 year performance of all providers.

If any other provider or new provider provides a better investment process and strong long term returns, we would seek accreditation from them.

UK Pension Transfers:

We work with the following QROPS providers:

- I-select superannuation services
- Booster

Arrangements to manage Pension Transfer advice conflicts of interest:

- No commissions
- We do not have a relationship with any QROPS providers where they refer clients to us in exchange for us recommending them. Our recommendations are based on clients interest only
- Any pension of value 30k GBP or more (defined benefit) must by law have a second opinion from an independent adviser
- If it is not evident that it is significantly in clients interests to transfer a pension to New Zealand, we will not recommend a transfer occurs.

In our view we are doing all we can at this point to manage the potential conflict of interest but we believe we can go further. We are working now to obtain UK Adviser qualifications as well as New Zealand, so that we are able to advise on UK pensions staying in UK, as well as UK pensions transferring to New Zealand. This would make us more independent and this is the next step we are working towards.

Low number of QROPS providers:

We work with fewer number of providers than average advisers because we have more conviction in particular providers than average advisers.

We don't work with production targets for providers. We only steer clients to where we think they should be invested.

We review performance each quarter of open QROPS providers. and all pension transfer advice recommendations are accompanied by a table of 5 year performance of all open providers.

If any other provider or new provider provides a better investment process and strong long term returns, we would seek accreditation from them.

In general, to avoid any conflicts of interest, all advisers associated with Windsor Wealth Management will not receive gifts or hospitality from product providers that we use and will only attend product training sessions or presentations from investment providers.

What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please contact Windsor Wealth Management in the first instance as we will aim to resolve complaints quickly and fairly.

If we cannot agree on how to fix the issue you can contact Insurance & Financial Services Ombudsman Scheme Inc. This service will cost you nothing and will help us resolve any disagreements. You can contact Insurance & Financial Services Ombudsman Scheme Inc at -

Address: L2, Solnet House, 70 The Terrace, Wellington 6143

Telephone number: 0800 888 202

Email address: <http://www.ifso.nz>

Regulation by the Government?

You can check our licence to advise at <http://www.fspr.govt.nz>

The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under **What should you do if something goes wrong?**).