

## TERMS OF ENGAGEMENT

**It is important that you read and understand these Terms of Engagement as they describe the obligations of both you and Edge Mortgages (Edge) regarding the services we provide.**

### GENERAL INFORMATION

These terms and conditions apply to any transaction, financial or otherwise provided by Edge.

You acknowledge that Edge is neither obliged to accept you as a client, nor to provide you with any explanation for refusing your application where a decision is made to do so. Edge retains the right not to provide services or issue products to any applicant.

Additional terms and conditions not stated herein may apply to the specific products or services Edge provides. Your adviser will provide you with any such additional terms and conditions if applicable. Such additional terms and conditions will take precedence in respect of the products and services to which they apply.

### ABOUT EDGE

Edge Mortgages has been helping clients arrange mortgages since 1998, when Glen McLeod came back from the UK. Jon Purdey joined the company in 2004. Since that time the company has grown in reputation, strength & number.

As principals of Edge Mortgages, both Glen and Jon have extensive local and international banking experience in all aspects of residential & commercial lending. As a result the team has valuable connections across a number of banks and non-bank lenders and can help arrange any type of mortgage.

At the beginning of 2012 Edge Insurances became fully operational. The insurance side of the Edge business compliments the mortgage side perfectly as well as providing a valuable stand-alone offering for those that don't require a mortgage.

The Principals, and the rest of the Edge team, are here to ensure that the highest levels of service and integrity are followed at all times and we are dedicated to finding the best solutions for our clients.

### WHAT PRODUCTS AND SERVICES CAN WE ADVISE YOU ON

#### Mortgage & Lending Advice

Edge can offer differing types of advice, including personal and commercial mortgage planning; we also offer Insurance and Kiwisaver services via referral.

We help you by identifying and quantifying personal and business lending needs, considering appropriate solutions and ensuring the loans meet your requirements.

We use a simple three step process;

1. We agree exactly what service you want and identify your requirements
2. We prepare a loan application and select a lender from our panel of lenders

3. We agree implementation once we have suitable terms and provide a Mortgage plan.

## INSURANCE & KIWISAVER

We can also provide referral to Insurance and Kiwisaver experts

- Life Insurance
- Health Insurance
- Income Protection
- Mortgage Repayment Insurance
- Trauma and TPD Products
- Kiwisaver
- Domestic Insurance
- Commercial Insurance

## ADVICE

We will have regard to your objectives when providing you with advice. In the event you decline to provide information regarding your objectives, financial situation or particular needs to us, or you provide **incorrect or false** information, we will only be able to provide you with Class Services; and if you specifically restrict the type of financial product you want, we may recommend a product or service which doesn't suit your circumstances.

If **Class Advice** is requested, we will not be providing personalised financial advice to you.

Any limitations to the scope of service or information provided may mean that the resulting implementation is not totally suitable for your personal circumstances.

## HOW DO WE GET REMUNERATED FOR THE SERVICES WE PROVIDE YOU?

### Commissions

Edge can receive commissions for mortgages and loans implemented with product providers. We can also receive referral fees from Insurance and Kiwisaver providers.

On settlement of a mortgage we receive commission from the providers. The commission is generally of an upfront nature but may also include a small trail commission. We also do receive a fixed rate roll over fee from some providers if we assist in re fixing your loan.

ANZ	ASB	Avanti	Sov	WBC	Resimac	DBR	CRESSIDA	SBS
0.7%	0.6%	*	0.45% + 0.2% trail	0.5% + 0.20% trail	0.6% + 0.15% trail	*	*	0.7%

\*By negotiation.

### Service Fee

In the rare event that you may require me to act on your behalf in a transaction whereby I do not receive a commission from the above panel of providers or you request me to act on your behalf with a provider we do not hold an accreditation with we reserve the right to charge a one off fee for this work to be completed. Any such fee would be agreed in advance and authorised by you in writing in our scope of service.

Should at any stage in the process you engage another adviser or Bank to obtain mortgage finance on the same transaction that we are acting upon, we reserve the right to charge an hourly rate of \$250 for the time incurred.

## PRIVACY

Confidentiality and security of your personal information is something we take seriously at Edge. We will only use your information in relation to the services and products agreed at each engagement.

The information will be collected and stored at our offices and on our systems.

It is understood that any information gathered for your plan is personal and we undertake to keep this information confidential and secure.

1. The Privacy Act 1993 gives you the right to request access to and correction of, your personal information.
2. Information provided by you and or any authorised agent, will be used by Edge and any members of our staff for the purpose of providing advice to you and may also be used by any:
  - a) product or service provider when implementing any of my/our recommendations or variations thereof;
  - b) compliance advisers, assessors or by any claims investigators who may need access to such information; and
  - c) other professionals including but not limited to solicitors and accountants when such services are required to complement this advice and as requested by you.

## EMAIL COMMUNICATIONS

You acknowledge that Edge can and will email us about the agreed services and this engagement, and may from time to time email us about other services, offers, newsletters or information.

## YOUR OBLIGATIONS

Any advice provided as a result of our analysis can only be as good as the information received from you so we ask that you provide us with the information we request. Without relevant and correct information about your personal and financial situation we run the risk of giving advice that is not appropriate to your needs. If you are unsure as to why we need certain information please ask so that we can explain.

## OUR ENGAGEMENT

Unless otherwise stated, either party may terminate these Terms and Conditions by giving not less than seven (7) Business days' notice, in writing. After termination, Edge will not action any advice or product orders. Termination does not affect any rights or obligations that arose prior to termination around payable Service Fees.

We may vary these Terms and Conditions at any time with 7 days' notice to you.

***Confirmation of your acceptance of these terms will be recorded in the Client Acknowledgments section of our Mortgage Planner.***