

Scope of Service

Our financial services set out to address client's needs in relation to mortgage management.

- Mortgage**
 You have requested a full review where you will disclose all your personal information to enable me to complete a full mortgage needs analysis; determine which financial products may be suitable to your current and future, needs and goals.
- Limited Advice**
 You have requested limited advice on the product(s) noted below. > See over page
- Transaction Only**
 You have requested only the product(s) noted below. > See over page

Mortgage Management

- House Purchase _____
- Refinance/Restructure _____
- Debt Consolidation _____
- Rental Property Finance _____

Acknowledgement

- I/we confirm I/we have received and understood the Disclosure Statement, Terms of Engagement and this Scope of Service provided by Angela Peters.
- I/we acknowledge that the information provided in the fact find and application form is true and correct to the best of our knowledge at this time.
- I/we give permission for Angela Peters, People Property Financiers Limited to send emails from time to time.

Signature	Signature
Name	Name
Date	Date

Terms of Engagement

This Terms of Engagement document sets out the mutually agreed terms of engagement between us. If you do not understand anything in this document or have any questions regarding any part of this document then please ask me.

Parties

Adviser Details

Angela Peters

People Property Financiers Limited

Level 4, B-Hive, Smales Farm, 72 Taharoto Road, Takapuna, Auckland

Phone 021 1505 507 Email angela@ppf.co.nz FSPR 29462 Web www.ppf.co.nz

Client details are recorded in the needs analysis and loan application documentation.

Adviser Experience

I joined the People Group in 2002 and have been involved in arranging finance for a variety of transactions including residential and commercial property; business and development funding; construction loans and project management. I offer a total service proposition and deal with the most simple or complex financial situations.

I have enrolled with the Open Polytechnic to complete a National Certificate in Financial Services (Level 5) and am currently part qualified. I participate in ongoing professional development courses, insurer and lenders training on a regular basis ensuring that my continuing professional development and education is kept up to date as per my membership to the association above.

Professional Indemnity Insurance

I hold professional indemnity insurance which covers all my areas of practice. This insurance provides protection for client for – any error or omission; defamation; employee dishonesty; and includes full prior acts protection. My Professional Indemnity Insurance is through Sovereign and underwritten by AIB Group Insurance.

Remuneration & Fees

Analysing the suitability for the provision of products and/or services to you and providing a financial service to you in the form of a Document of Advice and all associated documentation is given as a service. On a case by case basis a fee may be charged by People Property Financiers Limited depending on the complexity of the financial adviser service provided, this fee will be mutually agreed upon at the start of the process. In the event that the mortgage arranged by us, is re-paid within a 30 month period, and People Property Financiers is charged a clawback by the Lending Institution, this clawback fee will be passed on to yourself(ves).

You will not be billed or asked to pay any fees direct to me at any time as I am paid a salary by People Property Financiers Limited. A commission is paid to People Property Financiers Limited by the provider for any business placed; they may also receive ongoing commission for the life of the product(s) placed.

Advice Process

Our advice process follows the internationally recognised six-step process:

- 1) Establishing the client-adviser relationship
- 2) Gathering client data and determining goals and expectations
- 3) Analysing and evaluating the client's financial position, goals and needs
- 4) Developing and presenting written advice
- 5) Oversee the implementation of the agreed recommendations

6) Monitor and review

It is our policy to offer this full service to all our clients, should you instruct me not to provide all of my financial adviser services to your particular circumstances; or chose not to disclose all of the information sought by me and that the suitability of my financial adviser services to your circumstances is based only upon that information which you have provided.

Advice

Our financial services include advice on the following products with a view to meeting the client's needs. This may include referral to other professionals where advice is outside of my specialist area:

People Property Financiers Limited – Mortgage Management:

- House Purchase Mortgage
- Debt Consolidation
- Commercial Property Finance
- Mortgage Refinance/Restructure
- Rental Property Mortgage
- Development Finance

Implementation

We also offer product implementation services either based on the advice we have given you or to your instructions. We ensure that the implementation process is as easy as possible and handle all interactions with the product providers on your behalf. This includes assistance with the underwriting and approval processes.

Service

We also provide ongoing service and advice for clients on their various plans and products. This can include reviews, renewals, advice and claims assistance. We want to make it easy for you by dealing with the product providers to ensure the best outcomes for you.

Time Frames

The estimated time of the planning process is approximately one hour for the first meeting and two or three meetings may be required for the entire process. At a future mutually agreeable time, a review of your personal situation may involve a further one hour interview in order to update mutually agreed levels of cover. In most cases, reviews take place annually unless otherwise agreed.

Client Confidentiality

Confidentiality is very important to me. I acknowledge that your personal details and details of your financial position are confidential. I undertake not to divulge any information that you have disclosed to me to any person or body except under the conditions noted below in 'Use of Information'. If your details are entered into our electronic record system, I will keep those details on file for a period of seven years or longer whether or not this engagement terminates.

Client Responsibilities

It is your responsibility to provide me with accurate and relevant information at the time that the initial information is being gathered by way of the Needs Analysis. If you provide me with incomplete or inaccurate information, I may not be able to provide you with the advice, products or services you are seeking. It is important that you understand your obligation to provide me with accurate and relevant information in order for the financial services provider to appropriately assess the risk and make an informed decision about the products you may be seeking. Should you instruct me not to determine the suitability of my financial adviser services to your particular circumstances; or chose not to disclose all of the information sought by me and that the suitability of my financial adviser services to your circumstances is based only upon that information which you have provide – you will be requested to sign a Limited Advice document.

Referrals to other Professionals

If at any time during the term of engagement, a potential need arises for the use of another professional, I undertake to refer you to an appropriate professional. You will not be billed or invoiced for such a service at any time by me. If an appropriate professional can not be located I undertake to advise you as soon as possible so that you may engage a professional of your choice or seek advice in regard to the same. Should another professional be engaged, I do not accept any liability whatsoever for the advice provided or the fees invoiced by that other professional, regardless of how the engagement came about.

Termination

I undertake to exercise care, diligence and skill in providing you with a financial adviser service. If at any time, you wish to terminate this engagement, you must advise me in writing. Upon receipt of such advice by you, I then undertake to confirm termination of the engagement to you in writing within two business days, not including any public holidays.

Use of Information

I will collect personal information (including full name, address and contact details) so that I may administer my customer relationships and provide clients with the products and services they request. This information is held at my offices. If at any time you wish to have access to, or correct any of, the information obtained with your permission, please contact me. I may be allowed or obliged to disclose information by law; under Court Orders or Statutory Notices pursuant to taxation laws. I may also disclose personal/business information to other financial institutions and organisations at their request if you seek to obtain products and/or services from them. Personal/business information may also be disclosed to:

- Professionals including but not limited to solicitors, accountants, insurance brokers, and stockbrokers when a referral is required, at your request and;
- If you have insurance, those involved in the insurance process including but not limited to claims investigators, medical practitioners, re-insurers, insurance reference agencies.
- If I intend to sell my business, any prospective purchaser of my business.

From time to time, this information may be updated and/or changed and I undertake to advise you of material changes to any of the items and/or products/services noted above by email and/or mail.

Summary

A Terms of Engagement document begins the process of setting out the mutually agreed terms of engagement between us. I am happy to answer any questions you may have.