

Disclosure Statement – 1st March 2024 version 1.70



FINANCIAL ADVICE PROVIDER

Our Business details.

Staffords Wealth Management Limited – Trading as **Stafford's - Financial Advisers**, holds a Financial Advice Provider License issued by the FMA to provide financial advice services. Financial Services Provider Register Number – 775291.

Our office contact details

Address: 354 Papanui Road, Strowan, Christchurch 8052

Mobile: +64 027 289 4360

Email: brendan@staffords.co.nz

Website: www.staffords.co.nz

YOUR FINANCIAL ADVISER

About Brendan Stafford – your Financial Adviser

Registered Financial Service Provider.

Brendan Stafford is your Financial Adviser, and he is providing the advice on behalf of Stafford's - Financial Advisers who is the Financial Advice Provider License holder 1000406.

Qualifications

I attained my "Financial Adviser" Status by completing the National Certificate in Financial Services (Financial Advice) Level 5 Version 2. In addition I have already completed a Graduate Diploma in Financial Services endorsed in Personal Financial Planning in 2009.

The tertiary qualification that I have obtained that is relevant to the performance of my service is a Bachelor of Commerce (BCOM) University of Canterbury, attained in 2005 and continuing ongoing annual Professional Development (CPD).

Experience

I was employed by various Bank's from 01 August 2007 to 24th December 2020 and have been working in the Financial Advice Industry 2007.

I incorporated my Company – **Stafford's Wealth Management Limited** on 1c February 2021 (*Company number 8158439*).

Professional Memberships

Member of Financial Advice New Zealand.

Duties Information

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

- Meet the standards 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.

Conflicts of Interest

We are here for our clients and to advise you as best we can. Your interests are our priority.

We follow the six-step advice process, which includes thorough research and diligence with our product selection to meet our clients specific needs. The advice we provide is based on understanding your goals and circumstances and providing recommendations which are based on research.

We do have business relationships with product providers that arrange professional development training and seminars for us to attend which may include meals and refreshments.

We manage conflicts by following our procedures which includes holding a Register of Conflicts which allows me to actively manage any conflicts which may arise. All staff undergo annual training about how to manage conflicts of interest.

We undertake an annual Compliance Assurance Review.

Reliability History

Stafford's - Financial Advisers, nor any of its employees, have any relevant information to report. No-one has been declared bankrupt. No-one has been convicted of a crime relating to dishonesty or any civil or criminal proceedings or regulatory action.

Handling of Client Funds

Stafford's - Financial Advisers does not receive client's funds into its own account, so a client trust account is not operated. Client funds are transferred directly from their bank account to their own investment custodian account.

Record Keeping

We keep a full set of accounting records showing the receipt and disbursement of all money and movement of all securities on our custodial system. I keep information secure by keeping hard copies of client files in a locked cabinet in a locked office. All electronic files are backed up nightly and back-up material is stored off site in a secure location using the iCloud. All back-up systems are fully secure and encrypted. Files are retained for 7 years. Files are kept for as long as the person is a client and then for a further 7 years or as subsequently required. These are available for you to view at any time.

Nature and Scope of Financial Advice Services

<p>Our Services</p> <ul style="list-style-type: none"> • Investment Planning Service. Investment portfolio design, investment placement and investment portfolio management. Investment strategies (strategic asset allocation and investing) • KiwiSaver investment strategies and retirement planning • Risk insurances including Health Insurance.
<p>Products we can advise on</p> <ul style="list-style-type: none"> • Managed Fund Investments • Direct Equities • KiwiSaver Schemes • Government and Corporate Bonds • Term Investments • Health Insurance • Life Insurance
<p>Product Providers</p> <ul style="list-style-type: none"> • Consilium NZ Limited • ANZ Investments Limited • Booster Limited • Generate Limited • Milford Limited • NZ Funds Limited • Fisher Funds Limited

- Asteron Insurance
- NIB Insurance
- Chubb Insurance
- Fidelity Insurance

Our Fees

The actual fee charged to you will depend on the nature and scope of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed and explain how they are payable. There is no charge to you for the production of an investment plan.

Investment Portfolio's

Planning Fees

A fee for building a financial plan unique to you may be charged by Stafford's - Financial Advisers. This fee represents the expertise, knowledge, market research and administrations involved in creating and establishing a tailor-made investment portfolio individually created for you. This fee can be added to or deducted from your initial investment and will be deducted from the Portfolio's Cash Account upon proceeding with investment.

Fees are calculated based on the time taken to build the financial plan. Our maximum fee is \$2,500 plus GST.

Monitoring Fees

This fee represents the ongoing management and monitoring of your investment portfolio on a day-to-day basis. The fees for this service are 0.80% per annum (plus GST) of the total Investment Portfolio Value. These fees are calculated daily, charged monthly and deducted from the Portfolio's Cash Account.

This means that, based on an assumed Portfolio size of \$250,000 at 0.80%, a monthly fee of \$166.66 (+GST) will be payable for monitoring.

Information Request Fees

You have the right at any time to view any transaction made on your behalf by your appointed Adviser. The fee for requests to view any further information (extra/additional to information already provided) for the first two hours is free, should this extend beyond two hours then the fee is \$375 plus GST per hour or part thereof, payable before information is released.

Platform Provider Fees

Investment Platform - Custody and administration fees

Stafford's - Financial Advisers uses an independent custodial system to assist with investment management. The fees for this service are charged monthly, at an annual rate outlined below, and are deducted from the Portfolio's Cash Account.

FEE RANGE	PORTFOLIO SIZE	ANNUAL CUSTODIAL FEE (EXCL. GST)
First \$500,000	\$0 to \$500,000	0.25%
Next \$500,000	\$500,001 to \$1,000,000	0.20%
Next \$4,000,000	\$1,000,001 to \$5,000,000	0.15%
All other assets	Over \$5,000,000	0.10%

This means that, based on an assumed Portfolio size of \$250,000, a monthly fee of \$52.08 will apply.

KiwiSaver Schemes

Monitoring Fees

We consider a range of options of KiwiSaver Providers. Stafford's - Financial Advisers are paid an ongoing monitoring fee between 0.25 – 0.75% p.a. of your KiwiSaver account balance. Full details of manager fees and other charges are outlined within the Product Disclosure Statements that will be provided at the time of advice.

PORTFOLIO	PORTFOLIO RANGE	FEE RANGE
KiwiSaver	\$0 +	Up to 0.50% of total amount invested

This means that, based on an assumed Portfolio size of \$50,000 KiwiSaver monitoring fee of 0.50%, a monthly fee of \$20.84 (+GST) will be payable for monitoring.

Implementation Fees

An initial establishment fee of 0.20% of total funds invested may be charged by Stafford's - Financial Advisers. This fee represents the expertise, knowledge, market research and administrations involved in creating and establishing a tailor-made KiwiSaver investment portfolio individually created for you. This fee can be added to or deducted from your initial investment and will be deducted from the Portfolio's Cash Account upon proceeding with investment.

PORTFOLIO	PORTFOLIO RANGE	FEE RANGE
KiwiSaver	\$0 +	0% of total amount invested

Individual Action Fees

Product Fees

If you decide to purchase (or sell) any financial products recommended by me, you may also be charged product provider fees in relation to these products. These fees may include, but are not limited to, management fees, trustee fees, cash and product administration fees, performance fees, brokerage fees, currency conversion fees, Stamp duty on purchases, Stock Exchange fees, individual transaction fees, as well as entry fees (payable on acquisition of the product). More information about the amount of each product fee, and when the fee will be charged, is set out in the Investment Statement relating to the relevant product.

Commissions and Trails

I do not accept any other commissions from product providers. All commissions and or trails paid to the financial adviser by the product provider for the funds invested by the client will be credited to the client's ANZ or Consilium Cash Transaction Account. The timing of these payments will vary, depending on the product provider selected.

Notes for tax purposes.

- Ongoing advisory fees are subject to GST and are usually tax deductible.
- Custodial fees are not subject to GST and are usually tax deductible.
- We recommend you seek confirmation from your accountant or tax adviser.
- Actual fees charged are detailed (twice yearly) in the custodian report and the annual tax report.

Professional Indemnity Insurance

Stafford's – Financial Advisers and the Adviser are covered under a Professional Indemnity (PI) Insurance Policy with Crombie Lockwood Ltd (underwritten by QBE Insurance Australia). As with all insurance policies, there are terms, conditions and exclusions that may apply.

Dispute Resolution

What should you do if something goes wrong?

Our Internal Complaints Process

If you have a problem, concern, or complaint about any part of our advice or service, please tell us so that we can try to fix the problem. Our internal complaints manager is Brendan Stafford who can be reached via email at Brendan@staffords.co.nz or 027 289 4360. Brendan will reply to you within 24 hours.

Our External Complaints Process

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme – Financial Services Complaints Limited. This service will cost you nothing and will help us resolve any disagreements.

info@fscl.org.nz

PO Box 5967

Lambton Quay

Wellington 6145

Telephone: (Call Free) 0800 347257 or
(Wellington) (04) 472FSCL (472 3725)

Fax: (04) 472 3728

Privacy Policy

Stafford's Wealth Management Limited complies with the Privacy Act 2020 when dealing with personal information. Personal information is information about an identifiable person.

This policy sets out how we will collect, use and protect your personal information.

This policy does not limit or exclude any rights under The Act. There is more information on The Act at the Office of the Privacy Commissioner (<https://www.privacy.org.nz>).

What Personal Information Do We Collect

In the course of providing services, we collect certain personal information from you when you provide that information to us, including via the website and any related service, through any registration or subscription process, through any contact with us (eg telephone call, email or in person), or when you use our services.

We may also obtain information from third parties where you have authorised this or the information that is publicly available. If possible, we will collect personal information from you directly.

What Personal Information Do We Collect About You

We collect personal information in order to carry out the functions and activities required to provide our services to you. For example, if we are providing you with advice we will ask you a range of questions and collect information from you so that we have a good understanding of your financial position and objectives. This information may include:

- Your name and date of birth and information about your family.
- Your email address, postal address, residential address and contact telephone numbers.
- Financial information, such as your bank account number, your tax status and associated tax identifying numbers, your financial goals and objectives, your income and expenditure, your current and past personal financial circumstances, including information relating to your assets, liabilities and investments (such as KiwiSaver, Equities, Bonds, Term Investments, Insurance) and any other information that we may request or require in order to obtain a full understanding of your personal financial circumstances and objectives.
- Specific documents to verify your identity (such as drivers license and passport) and proof of address (such as utility bill).
- Information required to determine your suitability for the services we offer (such as a risk questionnaire).
- Information about which of our services you use and how you use those services including the activities and transactions you undertake.
- Any correspondence between us.
- Preference information such as your marketing preferences.
- Trust Deed and all Associated Individuals.

- Company Certification of Incorporation and Associated Individuals.
- Evidence of Source of Funds or Wealth as required for AML/CFT.
- Names and contact details for Lawyer and Accountant and information as to currency of Wills and Enduring Power of Attorney.

What Law requires us to collect some of this information

- The Anti-Money Laundering and Countering Financing of Terrorism (AML/CFT) Act 2009 and Amendment Act 2017.

How We Use Your Personal Information

- To provide agreed services.
- To open accounts in the name of yourself, your Trust or your Company.
- To verify and evidence your identity and address.
- To contact you and keep you up to date with relevant market information and opportunities.
- To recommend appropriate investments and provide advice.
- To provide investment updates and reports.
- To transfer funds as authorised by you.
- To comply with legal and regulatory obligations.
- For any purpose authorised by you or the Act.

Who We May Disclose Your Personal Information To

- Financial Institutions that we engage with for the purposes of providing our service to you, such as our Platform Provider and Custodian (currently ANZ & Consilium / FNZ).
- Third parties to meet our regulatory and legal obligations and for the purposes of carrying out checks to satisfy our obligations under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009 and Amendment Act 2017.
- External Professional service providers (such as Information Technology Experts).
- External Professional websites (such as Mailchimp, whose services we use to send you relevant market information and newsletters).
- Professional Indemnity Insurance provider.
- Any other person authorised by the Act or another law (eg a law enforcement agency).
- Any other person authorised by you.

Providing some information is optional. If you choose not to enter Identification Information, we will not be able to provide any services offered by Stafford's Wealth Management Limited.

Protecting Your Personal Information (including cyber security)

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse. We will not sell or rent your personal information to any third party. We keep your information safe by ;

- storing electronic information with password protection and where appropriate with 2 Factor Authorisation
- hard copy information in locked cabinets in locked premises and only accessible by employees
- outsourcing Website and IT security safety with due diligence to qualified experts to manage and monitor online backups, disaster recovery, firewalls, virus and ransomware protection for the prevention of unauthorised access or attacks and to resolve these issues.

After termination of investments, we are required to keep your information for 7 years at which point we delete all electronic information and securely destroy paper-based information by shredding all documents and forwarding to a document destruction services provider.

Problems and incidents

Should any security problems or incidents arise that affects clients, then every effort will be made to contact you immediately to remedy the situation. Where there is a requirement to advise authorities then this will occur as required by regulations , conversely you may also contact us should you notice any bugs in the system (details below). Any incidences will be investigated, monitored, rectified and followed up as necessary.

Accessing and Correcting Your Personal Information

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at brendan@staffords.co.nz, or 027 289 4360, or Staffords' Wealth Management Limited, 354 Papanui Road, Strowan, Christchurch 8052.

Email Communications

We strive to only send emails to those who want to receive it. If you would not like to receive future emails from us, please use the "unsubscribe" link that is locations at the bottom of our email communications.

Accessing Our Websites

We do use technologies such as Cookies and third-party website trackers such as Google Analytics on our website.

Google Analytics services are used to collect information on how you use our website, aggregate website statistics anonymously, such as the number of page views, the number of unique visitors, time spent on our site and to determine advertising effectiveness.

Cookies are small pieces of information or data that the website can send to your browser, which may then be stored on your computer's hard drive (persistent cookies) or its memory (session cookies). Cookies also understand which parts of our website are the most popular, where visitors are going and how long they spend there. We can use cookies to learn how we can make our website more useful and interesting for you. You may be able to adjust your browser settings to notify you when you receive a cookie, giving you the chance to decide whether or not to accept it.

Changes to this Policy

We may change this policy by uploading a revised policy onto the website. The change will apply from the date that we upload the revised policy.