

COMMERCIAL ADVISER GUIDE

Chris Barclay of Truck & Equipment Finance Limited is a commercial finance advice business providing straightforward financial solutions, tailored to your individual circumstances.

This information sheet will help explain who we are, what we do, and how we can help you.

If there is anything in this Adviser Guide that you do not understand or require more information about, then please feel free to contact me. I will be happy to help.

Introducing Your Commercial Financial Adviser

As a Commercial Financial Adviser, I provide advice on behalf of Truck & Equipment Finance Limited.

My details are:

Chris Barclay - Truck & Equipment Finance Limited

Telephone: 027 515 1455

Email: chris@tef.co.nz

Business address: 248 Matapouri Rd, Tutukaka, 0173

Website: tef.co.nz

Truck & Equipment Finance Limited is listed on New Zealand's Financial Service Providers Register as operating under an exemption from licencing and as such am able to provide advice on Unregulated Lending & Commercial Finance for business purposes.

I do **not** provide advice in the following areas:

- Residential and / or Personal Lending
- Fire and General insurances (e.g., home, contents, vehicle, boat etc.)
- Personal risk insurances (e.g., life, health, income protection, etc.)
- Asset protection and estate planning (e.g., Wills, Enduring Powers of Attorney, Family Trusts, etc.)
- Investments including KiwiSaver.

During my advice process, I may refer to some of the above areas and offer some general comments to demonstrate the importance to you of integrating my advice with the above areas.

These general comments do not substitute the requirement for you seeking independent advice in the above areas from an appropriate specialist. We can arrange referral to a suitable specialist if required.

You will be required to sign an important document,

'Privacy Statement and Authority to Act' when we complete your loan application. We recommend you read this document before you sign it.

I am happy to answer any questions you may have to make sure you understand the information provided to you.

Putting Your Needs First

As a Commercial Financial Adviser, I have an obligation to always put your interests first when making a recommendation.

Here are some things you need to know before we get started:

Collection and Use of your information

To provide our services, we collect, use and share personal information about you in accordance with our privacy policy. Where reasonably possible this information comes directly from you. By providing that personal information to us (or permitting us to collect it) you consent to us collecting, holding, using and sharing that personal information for the purposes we have disclosed in the privacy policy, such as delivering advice, and meeting our legal and regulatory obligations.

There may be times when we need to collect personal information about you from other sources. This can include publicly available information and information provided by third parties, which may include lenders, insurers, product providers, credit reporting agencies, employers, government agencies, public registers, professional advisers, and other relevant service providers, that is relevant to the services we are providing. This may include identity, contact, financial and credit information, employment details, insurance and risk information, and information required for legal and compliance purposes (including AML/CFT).

Your information is used to:

- provide advice and recommendations
- assess eligibility for financial products
- arrange and manage lending or insurance
- process applications, claims, and servicing
- verify identity and meet legal obligations
- communicate with you and relevant parties

Where we collect personal information about you from sources other than you, we will take reasonable steps to obtain your consent and notify you of that collection and the purpose for which it is used, unless notification is not required under the Privacy Act 2020.

You may ask to access or correct your information at any time. Details on how we handle your information, including access, correction, and complaints, are set out in our Privacy Policy: <https://tef.co.nz/privacy-policy/>

Product Provider Commission

If you accept and act upon my advice,

Truck & Equipment Finance Limited may receive a commission. Conversely, if you do not accept and act upon my advice, no commission is received.

Fees or other charges you may be charged

In certain circumstances (such as a provider not paying a commission or the complexity of a transaction requiring additional work) I may need to charge a fee. The purpose of this fee is to enable us to be fairly compensated for our time and expertise in providing you with advice. The fees will be discussed and agreed with you beforehand and presented to you in a separate document called 'Client Acceptance of Adviser Fees or Charges.'

Other Interests

Other than being a Financial Adviser of Truck & Equipment Finance Limited, I do not hold any other directorships.

Other Incentives

From time to time, various product providers may also reward me and/or Truck & Equipment Finance Limited for the overall business provided to them. This may include tickets to sports events, hampers, or other non-monetary benefits.

Referrals

Occasionally we may refer you to other professionals for services beyond your lending needs. Please note that we may receive a fee for these referrals to 3rd party providers.

How I manage conflicts of interest

To ensure that I prioritise your interests above my own, I follow an advice process that ensures my recommendations are made on the basis of you and your businesses individual goals and circumstances.

I complete ongoing annual training about how to appropriately manage conflicts of interest.

Truck & Equipment Finance Limited and/or the lender periodically undertakes a compliance review of my advice process.

Truck & Equipment Finance Limited also engages an independent compliance consultancy firm to conduct ongoing independent compliance reviews and audits.

Duties and Disclosure

Notwithstanding Truck & Equipment Finance Limited has an exemption from licensing they also operate under an agreement with the Financial Services Aggregator business Astute Financial Management Ltd, who provides amongst other things access to their lender panel plus compliance, training and credit support. Under this agreement Truck & Equipment Finance Limited has committed to adhering to set of practices which include:

- Ensuring products and services offered are most appropriate to the relevant Client's needs;
- Maintain a good understanding of and abide by all legislation and practices of the mortgage industry;
- Conduct business in a fair and ethical manner on all occasions;
- Undertake necessary training and study to ensure their skills and knowledge are maintained at the level suitable to the functions they perform.

More information is available by contacting

Truck & Equipment Finance Limited.

How to make a complaint

If you have a concern, problem, or complaint about any part of my service, please contact

Truck & Equipment Finance Limited using the contact details below.

Dino Pavlovich - Truck & Equipment Finance Limited

Telephone: 027 355 5588

Email: dino@tef.co.nz

Business address: 248 Matapouri Rd, Tutukaka, 0173

Website: tef.co.nz

Our internal complaints handling process aims to address your concerns swiftly.

When we receive a complaint, we:

- Will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- Aim to resolve complaints within a maximum 40 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.

- Will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

Dispute resolution process

If our internal complaints process does not resolve your complaint to your satisfaction, you can contact our external independent dispute resolution scheme. This service is free and may help investigate or resolve the complaint.

We are a member of the Financial Dispute Resolution Service's approved dispute resolution scheme. You can contact the Financial Dispute Resolution Service at:

Company Name	Fair Way Resolution Ltd t/as Financial Dispute Resolution Service
Physical address	Level 8, 95 Customhouse Quay, Wellington 6011
Postal address	PO Box 2272, Wellington 6140
Phone	0508 337 337
Email	enquiries@fdrs.org.nz
Website	https://fdrs.org.nz/

Schedule 1 – Provider Panel

Provider Name	Category	Website
ASB Bank	Commercial & EF	https://www.asb.co.nz/
Avanti Finance	Commercial & EF	https://www.avantifinance.co.nz/
Clearmatch	Commercial	https://www.clearmatch.com
Flexicommercial	Equipment Finance	https://www.flexicommercial.com.nz/
Heartland Bank Limited	Commercial & EF	https://www.heartland.co.nz/
KiwiBank Limited	Commercial	https://www.kiwibank.co.nz/
Partners Finance	Equipment Finance	https://www.partnersfinance.co.nz/
Scotpac	Commercial	https://www.scotpac.co.nz/