

# Financial Advice Provider Disclosure Statement

## Licensing information

Pāua Wealth Management Limited - FSP number 736491, (trading as Pāua Wealth Management) is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority (FMA) to provide financial advice.

## Nature and scope of the advice

Pāua Wealth Management and its advisers provides financial advice on a wide range of investments and services including:

- Equities
- Debt securities such as fixed interest
- Alternative assets and investments such as private equity, alternative fixed interest, venture capital and commodities
- Managed funds
- Cash term deposits and money market funds
- Other financial investment products
- Investment and financial planning.

Discretionary Investment Management Services **are only available to [wholesale clients](#)**.

## Fees or expenses

Pāua Wealth Management will charge a fee for the financial advice that is provided to you. The fee charged will depend on the value of funds invested, the nature of the financial advice and the service(s) that we provide. This fee covers advice, ongoing portfolio management and custodian fees. Fees are typically charged monthly in arrears and deducted from the client's cash management account.

Depending on the type of portfolio that we tailor for you, there may also be external fees, such as fund manager fees, performance fees, brokerage and transaction costs. These fees are paid directly to the external parties i.e., the relevant fund managers and brokers. We do not receive any of these external fees nor do we make a margin on them. These fees are deducted directly from the client's account. These external fees do not form part of Pāua Wealth Management's fees.

Any fund manager fees will depend on the allocation to each fund manager within your portfolio. This fee is deducted by the respective fund manager prior to the net return of the fund and may include buy/sell spreads. All fund manager rebates are paid directly into the client's account.

Portfolio reviews or other services may incur a one-off fee, which is to be paid within 7 days of the receipt of an invoice.

The fees we charge will be agreed to prior to the retention of our services.

## Conflicts of interest and commissions

A related party of FNZ Limited is a minority shareholder in Pāua Wealth Holdings Limited which is the owner of Pāua Wealth Management Limited. FNZ Limited provides custodian services for clients of Pāua Wealth Management Limited. The related party of FNZ Limited has no involvement in the management or governance of Pāua Wealth Holdings Limited or any of its subsidiaries and the decision to use FNZ Limited for custodian services is solely at the discretion of Pāua Wealth Management Limited.

Our advisers receive a salary as an employee of Pāua Wealth Management. They may be eligible to receive a bonus/incentive each year if a certain level of overall performance is achieved. Incentive is determined based on many factors which may include good conduct, behavioural competencies, maintaining 'Financial Adviser' status as well as meeting business objectives.

All fund manager rebates we receive in relation to your investments will be credited to your account.

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- All our employees are subject to a code of conduct.
- All our advisers undergo annual training about how to manage conflicts of interest.
- We maintain registers of conflicts of interests and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review.

## Complaints handling and dispute resolution

If you are not satisfied with our service or financial advice, please contact your adviser in the first instance and if you remain unsatisfied, please let us know as soon as possible.

Call: 0800 728 296

Email: [info@pauawealth.com](mailto:info@pauawealth.com)

Write to: Pāua Wealth Management, Level 1A, Vulcan Building, 118 Queen Street, Auckland 1010.

When we receive a complaint:

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint.
- We will contact you by phone, email or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints process, you can contact our external disputes resolution scheme, [Financial Services Complaints Limited](#). Financial Services Complaints Limited provides a free and independent dispute resolution service that may help to resolve your complaint if we haven't been able to do so to your satisfaction.

This external dispute resolution scheme is primarily set up to cater for retail investors. It has a financial limit on the amount of compensation it can award. Where the amount of compensation being sought is in excess of this financial limit, current or former retail and wholesale investor clients must follow the disputes resolution process as agreed and set out in Pāua Wealth Management's Client Terms of Business document.

To contact Financial Services Complaints Limited:

Call: 0800 347 257

Email: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

Write to: FSCL, PO Box 5967, Wellington 6140.

## Duties information

Pāua Wealth Management and our advisers 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;
- exercise care, diligence, and skill;
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services;
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.

## Contact details

Pāua Wealth Management Limited - FSP number 736491, (trading as Pāua Wealth Management) is the Financial Advice Provider.

Call: 0800 728 296

Email: [info@pauawealth.com](mailto:info@pauawealth.com)

Write to: Pāua Wealth Management, Level 1A, Vulcan Building. 118 Queen Street, Auckland 1010.

A hard copy of this information is available upon request.