

## Name:

ANZ Bank New Zealand Limited (the "Bank"), which together with its associated entities, UDC Finance Limited, ANZ Investment Services (New Zealand) Limited, and ANZ New Zealand Investments Limited (the "Associated Entities"), forms the ANZ New Zealand QFE Group.

## Address:

Ground Floor, ANZ Centre, 23-29 Albert Street, Auckland 1010, New Zealand

## Telephone number:

0800 560 555

## Email:

enquiry@anz.com; or

An online form is available at [www.anz.co.nz/contact-us/](http://www.anz.co.nz/contact-us/)

## This disclosure statement was prepared on:

1 May 2019

**This is important information which will help you decide which financial adviser to choose.**

## WHAT TYPE OF ADVISER ARE WE?

The Bank is a Qualifying Financial Entity ("QFE") for the purposes of the Financial Advisers Act 2008 ("Act").

The Bank, together with its Associated Entities, has formed the ANZ New Zealand QFE Group ("QFE Group"). You can search on the Financial Service Providers Register at [www.fspr.govt.nz](http://www.fspr.govt.nz) for further information relating to the QFE Group, including regarding the status of the QFE Group and whether other entities are members of the QFE Group.

The Bank takes responsibility for the financial adviser services provided by certain staff within the QFE Group (known as "QFE Advisers"). This includes making sure that our QFE Advisers exercise care, diligence and skill in providing financial advice to you. QFE Advisers do not have to be individually registered or authorised.

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

Our QFE Advisers have differing levels of specialisation in the products offered by our QFE Group. In some cases, the QFE Adviser you deal with will be able to provide you with financial advice on a wide range of products. In other cases, the QFE Adviser will only be able to provide you with financial advice on one product or a limited number of products. Where a QFE Group staff member is unable to provide you with financial advice on a particular product, that staff member will inform you of this and refer you to a QFE Adviser or Authorised Financial Adviser within the QFE Group who has the specialist skills and training necessary to provide you with financial advice on the relevant product or to a third party adviser.

Below is a summary of the range of products on which our QFE Advisers may be able to provide you with financial advice.

### Category 1 Products

Our QFE Advisers may provide financial advice about the following types of Category 1 Products:

- the ANZ KiwiSaver Scheme, issued by ANZ New Zealand Investments Limited;
- certain derivatives issued by the Bank;
- term debt securities issued by UDC Finance Limited;
- a renewal or variation of the terms or conditions of the products listed above.

### Category 2 Products

Our QFE Advisers may provide financial advice about one or more of the following types of Category 2 Products:

- term deposits with the Bank;
- transaction and savings accounts;
- call debt securities issued by UDC Finance Limited;
- pre-paid foreign currency products;
- consumer credit contracts (for example, a credit card or personal or home loan);
- bonus bonds;
- units in the ANZ PIE Fund;
- insurance products (other than investment linked contracts of insurance) such as general insurance or life insurance;
- a renewal or variation of the terms or conditions of any existing Category 2 Product.

The above Category 2 Products may be provided by the QFE Group or by third parties. We have arrangements with certain third parties, such as Vero Insurance New Zealand Limited and Cigna New Zealand Holdings Limited and its subsidiaries which allow us to offer their Category 2 Products.

### General Limitations on Advice and Services

Our QFE Advisers may provide financial advice about those products referred to above. However, they cannot provide financial advice about other products, provide an investment planning service or a discretionary investment management service. If you require financial advice in relation to any other financial product, an investment planning service or a discretionary investment management service, we can refer you to an Authorised Financial Adviser.

## HOW DO WE GET PAID FOR THE SERVICES THAT WE PROVIDE TO YOU?

### Fees

We do not charge a fee for the financial advice our QFE Advisers may provide to you, but when you take up a product we provide or enter into a transaction with us, our QFE Group may benefit if we earn fees and/or other income from those products. If we provide financial advice on a product or service, you will be informed of the initial and ongoing costs of that product or service.

There are other factors which could have a material influence on our QFE Group and QFE Advisers, which are described in the following paragraphs.

### Other Remuneration

#### QFE Advisers

Our QFE Advisers may receive payments or other benefits from the QFE Group other than their salary that are linked to various internal performance criteria and/or incentive schemes, including the performance of our business, how much of a particular product the QFE Adviser sells and the financial benefit that accrues to the Bank or the QFE Group in respect of transactions entered into. We manage any potential conflict of interest connected with these payments or other benefits by requiring our QFE Advisers to consistently meet appropriate standards of quality.

#### QFE Group

Entities within our QFE Group do not receive remuneration from third parties (such as a product provider) in connection with Category 1 Products about which our QFE Advisers may provide financial advice.

### Relationships

The Bank is one of New Zealand's largest financial institutions and, together with other members of the QFE Group, has banking and other financial relationships with many of the country's public and private entities.

## ANZ Disclosure Statement Qualifying Financial Entity

### WHAT SHOULD YOU DO IF SOMETHING GOES WRONG?

If you have a problem, concern, or complaint about any part of the advice you have received from us, you can contact us through any of these channels:

- In person:** Talk to the team at any ANZ branch – they will try and fix things for you on the spot.
- By phone:** Call our ANZ Customer Feedback toll-free number 0800 560 555. We're available 6am – 12am, 7 days a week.
- Online:** Use the online form on our website [anz.co.nz](http://anz.co.nz) (Contact Us > feedback).  
If you're registered for ANZ Internet Banking, send us a secure BankMail.
- Email us:** [enquiry@anz.com](mailto:enquiry@anz.com)
- By mail:** ANZ Customer Relations  
Private Bag 92210  
Victoria Street West  
AUCKLAND 1142

### External dispute resolution schemes

If we cannot agree on how to resolve the issue, you can contact an external dispute resolution scheme. These services will cost you nothing, and will help us resolve any disagreements.

The Bank, ANZ New Zealand Investments Limited, and ANZ Investment Services (New Zealand) Limited are members of the Banking Ombudsman scheme. You can contact the Office of the Banking Ombudsman at:

<b>Address:</b> Freepost 218002 PO Box 25327 The Terrace Wellington 6143	<b>Telephone number:</b> 0800 805 950
	<b>Email address:</b> <a href="mailto:help@bankomb.org.nz">help@bankomb.org.nz</a>

UDC Finance Limited is a member of the Financial Services Complaints Limited scheme. You can contact Financial Services Complaints Limited at:

<b>Address:</b> PO Box 10-845 Wellington 6143	<b>Telephone number:</b> 0800 347 257
	<b>Email address:</b> <a href="mailto:complaints@fscl.org.nz">complaints@fscl.org.nz</a>

### WHO LICENSES AND REGULATES US?

The QFE Group is licensed and regulated by the Financial Markets Authority for its financial adviser services. You can obtain information about financial advisers from the Financial Markets Authority. You can also report information about the QFE Group or its QFE Advisers to the Financial Markets Authority (but if you have a problem or concern you should first use our dispute resolution procedures set out above under the section entitled "What should you do if something goes wrong?"). You can contact the Financial Markets Authority at:

<b>Address:</b> Financial Markets Authority PO Box 1179 Wellington	<b>Telephone number:</b> (04) 472 9830
	<b>Fax number:</b> (04) 472 8076

### Our licences

The Bank and other members of the QFE Group provide the following "licensed services" under the Act:

- the Bank is registered as a bank by the Reserve Bank of New Zealand under the Reserve Bank of New Zealand Act 1989.
- the Bank is licensed by the Financial Markets Authority under the Financial Markets Conduct Act 2013 as a DIMS provider, and as a derivatives issuer in respect of a regulated offer of derivatives that is made by the Bank.
- ANZ New Zealand Investments Limited is licensed by the Financial Markets Authority under the Financial Markets Conduct Act 2013 as a manager of registered managed investment schemes.
- ANZ Investment Services (New Zealand) Limited is authorised by the Financial Markets Authority under the Financial Markets Conduct Act 2013 to act as the manager of the Bonus Bonds Scheme, under the license held by ANZ New Zealand Investments Limited.
- UDC Finance Limited is licensed as a non-bank deposit taker by the Reserve Bank of New Zealand under the Non-bank Deposit Takers Act 2013.