



## FNZ DISCLOSURE STATEMENT

### Who FNZ is

FNZ Ltd (FNZ) is a provider of investment administration services, online investment platforms, and other services in New Zealand and around the world. We provide our services to your wealth management provider, OneAnswer Nominees Limited (OneAnswer), on an institutional (wholesale) basis. You do not have a direct contractual relationship with FNZ.

Because FNZ is involved in providing certain services to OneAnswer - which uses these services in providing wealth management services to you - we need to disclose the following information to you. Please read this disclosure document carefully, and contact OneAnswer if you have any questions or concerns.

### What FNZ does

FNZ has been engaged by OneAnswer to carry out **investment administration** and provide **custody** services with respect to the investment assets you hold with OneAnswer. These assets may include cash, listed investments, fixed interest, managed funds and other assets.

**Investment administration** means carrying out your instructions with respect to your investment assets. These may include instructions to purchase, sell, transfer or otherwise dispose of your investment assets. FNZ will carry out these instructions on your behalf, and will also collect dividends and other distributions that are generated by your investments. These will be credited to your account with OneAnswer. FNZ Services (New Zealand) Limited assists FNZ to provide these services.

**Custody** means holding your investment assets in trust for your benefit. FNZ Custodians Ltd is the entity that is the nominal owner of the investment assets you hold with OneAnswer. This means that these assets will be recorded at Shareholder Registries, at Unit Registries (Fund Manager record keepers), on Bank Accounts and at similar record-keepers in the name of FNZ Custodians Ltd.

However, you retain full beneficial ownership of those assets at all times, and may withdraw, transfer out, or sell down these assets at any time subject to your client agreement with OneAnswer, the laws of New Zealand, and any other applicable regulations. You do this by giving instructions to your financial adviser- which FNZ will then carry out on your behalf.

FNZ Custodians Ltd, a related company of FNZ, holds assets belonging to you and other investors on a pooled (aggregated or omnibus) basis. FNZ cannot use or benefit from these assets in any way except as disclosed below in the section titled, How FNZ is remunerated.

FNZ provides administration and custody services only. We do not provide investment advice, tax advice, valuation services, manufacture financial products or conduct investment research.

### How FNZ is remunerated

FNZ is paid a fee for the services described above. This fee is composed of three parts and is paid to FNZ in the following ways:

#### ***By payment from OneAnswer***

FNZ is entitled to payment of a fee for its services directly from your service provider, OneAnswer.

#### ***By deducting an administration fee from interest earned***

Money held in your OneAnswer Cash Management Account earns interest from being held in an interest bearing bank account.

FNZ deducts and retains an administration fee from that interest.

The deduction of a fee by FNZ means that the interest that you receive on your cash balance held in OneAnswer will be less than that which is paid to FNZ on your behalf.

The amount we deduct in payment of our fee depends upon the currency in which the funds are held, and the amount of interest that your funds at the bank receive.

You will receive interest as per the following table:

Currency	Interest that you will receive (after deduction of FNZ administration fee)
NZD	3.40%
AUD	3.60%
GBP	4.25%
EUR	2.25%
USD	4.00%
CAD	2.50%
CHF	0.00%
HKD	0.00%
JPY	0.00%
SGD	0.00%
THB	0.00%

\*with the exception of where subsequent to FNZ issuing this Disclosure Statement the interest rate you receive has changed and FNZ has not updated the rate change as yet.

These rates in the table are correct as at the date of issue of this disclosure statement, which is **15 April 2025**. FNZ may change these rates as agreed with OneAnswer. If these rates change, FNZ will endeavour to update this disclosure statement and make it available on <https://www.anz.co.nz/comms/investments/oaps/> within 5 business days of the rate change having occurred.

The amount of interest your funds receive from the bank is likely to exceed the amount quoted above. Any amount in excess of the rates published above will be retained by FNZ as an administration fee. Due to the variable interest rate provided by the bank, this fee will vary. The figures quoted in the below fee table detail the minimum and maximum fee that will be retained per currency.

FNZ will retain interest (as a fee) as per the following table:

Currency	Interest that FNZ will retain as a fee*
NZD	0.00% - 0.70%
AUD	0.00% - 1.00%
USD	0.00% - 1.00%
CAD	0.00% - 1.00%
EUR	0.00% - 1.00%
GBP	0.00% - 1.00%
HKD	0.00% - 1.00%
JPY	0.00% - 1.00%
SGD	0.00% - 1.00%
CHF	0.00% - 1.00%
THB	0.00% - 1.00%

\*with the exception of where subsequent to FNZ issuing this Disclosure Statement the interest rate that FNZ will retain as a fee has changed and FNZ has not updated the rate change as yet.

As noted above, the amount retained as a fee will vary.

### ***By deducting an administration fee from currency conversions***

FNZ also deducts an administration fee, when you instruct us to convert money from one currency to another. The indicative margin, in PIPs, that FNZ deducts upon the conversion from one currency to another is:

From Currency	To Currency	FNZ Margin in PIPs
AUD	CAD	60
AUD	CHF	60
AUD	EUR	50
AUD	GBP	30
AUD	HKD	330
AUD	JPY	5400
AUD	NZD	25
AUD	SGD	70
AUD	THB	2400
AUD	USD	50
CAD	AUD	60
CAD	CHF	60
CAD	EUR	85
CAD	GBP	145
CAD	HKD	20
CAD	JPY	6600
CAD	NZD	60
CAD	SGD	50
CAD	THB	2500
CAD	USD	60
CHF	AUD	60
CHF	CAD	60
CHF	EUR	60
CHF	GBP	145
CHF	HKD	20
CHF	JPY	6600
CHF	NZD	60
CHF	SGD	60
CHF	THB	3400
CHF	USD	60
EUR	AUD	50
EUR	CAD	85
EUR	CHF	60
EUR	GBP	145
EUR	HKD	720
EUR	JPY	6600
EUR	NZD	60
EUR	SGD	85
EUR	THB	3500
EUR	USD	95
GBP	AUD	30
GBP	CAD	145
GBP	CHF	145
GBP	EUR	145
GBP	HKD	960
GBP	JPY	13200
GBP	NZD	25
GBP	SGD	210
GBP	THB	4900
GBP	USD	70
HKD	AUD	330
HKD	CAD	20
HKD	CHF	20
HKD	EUR	720
HKD	GBP	960

From Currency	To Currency	FNZ Margin in PIPs
HKD	JPY	1320
HKD	NZD	540
HKD	SGD	720
HKD	THB	400
HKD	USD	720
JPY	AUD	5400
JPY	CAD	6600
JPY	CHF	6600
JPY	EUR	6600
JPY	GBP	13200
JPY	HKD	1320
JPY	NZD	5400
JPY	SGD	4200
JPY	THB	25
JPY	USD	6600
NZD	AUD	25
NZD	CAD	60
NZD	CHF	60
NZD	EUR	60
NZD	GBP	25
NZD	HKD	540
NZD	JPY	5400
NZD	SGD	70
NZD	THB	2200
NZD	USD	50
SGD	AUD	70
SGD	CAD	50
SGD	CHF	60
SGD	EUR	85
SGD	GBP	210
SGD	HKD	720
SGD	JPY	4200
SGD	NZD	70
SGD	THB	2300
SGD	USD	70
THB	AUD	2400
THB	CAD	2500
THB	CHF	3400
THB	EUR	3500
THB	GBP	4900
THB	HKD	400
THB	JPY	25
THB	NZD	2200
THB	SGD	2300
THB	USD	3100
USD	AUD	50
USD	CAD	60
USD	CHF	60
USD	EUR	95
USD	GBP	70
USD	HKD	720
USD	JPY	6600
USD	NZD	50
USD	SGD	70
USD	THB	3100

1. The FNZ margin does not include bank margin as FX dealer. This will depend on factors like market demand and supply, trade volume and size of transaction.

2. PIPs ("Percentage in point") are the smallest price change that a given exchange rate can make. In this case, it is 1/100th of a cent, or 0.0001.

In most cases, FNZ processes currency conversions in batches, converting only the net difference between two currency pairs where there are multiple conversions to complete. Two exchange rates are used in this process.

The rate applied to your currency deal is a 'quote' rate (retrieved from the bank at the time of processing all conversions) and is used for executing your conversion. The rate applied to the batched deal is a 'deal' rate (retrieved from the bank shortly after the 'quote' rate) and is used on the batched conversion.

Due to market movement occurring between securing the quote and deal rates within the batching process, the total net margin taken by FNZ for a currency pair may be greater or less than the indicative FNZ margin by a factor of up to 1%.

### ***Additional information on these fees***

FNZ reserves the right to amend the rates at which fees are deducted from interest payments and currency conversions from time to time on account of FNZ's administration fees, subject to our contract with OneAnswer. We will provide an updated disclosure document to OneAnswer if there are any changes to the fees that FNZ deducts.

This disclosure covers fees payable to FNZ only. Other fees apply for using the OneAnswer Portfolio Service.

For more information on the total fees you need to pay, please contact OneAnswer.

## **How FNZ manages cash**

FNZ Ltd is a client money or property service provider for the purposes of the Financial Markets Conduct Act 2013, and accordingly is disclosing the following information regarding FNZ Ltd's procedures relating to the receipt and disbursement of money.

Payments to your OneAnswer Cash Management Account will be held on trust for you and are deposited into the FNZ Custodians Ltd Client Funds Account, a trust bank account held by FNZ Custodians Ltd. You can make payments into that account by direct credit or direct debit.

Funds are held in that trust account on bare trust for you. FNZ must keep its own funds separate, except that FNZ may deposit some of its own funds (a "buffer") into the Client Funds Account to the extent reasonably necessary to rectify, or reduce the risk of, a shortfall arising in an investor's funds in the Client Funds Account. By law, any FNZ funds held in the Client Funds Account must be treated as client money for all purposes. FNZ's view is that the use of a buffer has benefits to facilitate custodial and administration operations and in the event of FNZ becoming insolvent, the risks to investors existing or likely to arise from FNZ holding a buffer in the Client Funds Account are remote given the legal protections that apply to those funds.

As outlined above, and in accordance with its obligations as bare trustee, FNZ will not use the money or custody investments for the benefit of itself or any other person other than as disclosed in this disclosure statement.

Money in the FNZ Custodians Ltd Client Funds Account held on your behalf, will constitute debt securities held by FNZ Custodians Limited as the nominal owner in a bank account with ANZ Bank New Zealand Limited. The direction, withdrawal and placement of those funds is purely with you, the underlying owner, or your adviser (as the authorised person appointed by you) and will be contained in the Client Agreement with OneAnswer which sets out the fees and costs which will be debited from your account.

Money in the FNZ Custodians Ltd Client Money Trust Account is not an offer of securities by ANZ Bank New Zealand Limited.

None of ANZ Bank New Zealand Limited, any affiliate of ANZ Bank New Zealand Limited, or any of their directors, officers, employees, agents, or permitted assigns makes any representation or warranty, express or implied, to any person, including, but not limited to you as to whether a potential investment in any account held with ANZ Bank New Zealand Limited is suitable for them.

You may withdraw money from your OneAnswer Cash Management Account at any time using the procedure agreed with OneAnswer.

## How you can access your records

FNZ keeps records of your OneAnswer Cash Management Account and investments held on your behalf. You can check these records at any time by contacting your financial adviser or logging into OneAnswer's online service.

## How FNZ is audited

FNZ is independently audited by PwC on an annual basis. This includes PwC obtaining sufficient, relevant and reliable audit evidence to enable them to issue opinions on the fair presentation of the financial statements of FNZ. FNZ also undertakes a bi-annual review of the effectiveness of our internal controls. This is carried out by PwC and is prepared in accordance with the International Standard on Assurance Engagements (New Zealand) 3402 - Assurance Reports on Controls at a Service Organisation (ISAE (NZ) 3402). This report is provided to your wealth management provider. FNZ's custodial and client money handling procedures are also independently audited by PwC on an annual basis.

## No Criminal Convictions, Insolvency and Disciplinary Proceedings

- Neither FNZ nor any of its principal officers has ever been:
- Convicted of an offence under the Financial Advisers Act 2008, Financial Markets Conducts Act 2013 (any associated regulations or preceding legislation) or any crime involving dishonesty or been a principal officer of a company at a time when that company committed one of these offences;
- Adjudicated bankrupt or (in the case of FNZ) been placed in statutory management or receivership;
- Prohibited from managing a company or business;
- The subject of an adverse finding in any proceedings taken against it in its professional capacity; or
- Expelled or prohibited from being a member of a professional body.

## How you can make a complaint

In general, you should contact OneAnswer if you have a complaint to make.

However, if you wish to make a complaint about our service, you may contact us. We have an internal complaints process and undertake to investigate your concerns promptly and fairly. You may contact us to make a complaint by telephone, by email or in writing to:

Postal address: FNZ Ltd  
PO Box 396  
Wellington

Phone: 0800 888 445 or (04 803) 9400  
Email: [help@fnz.co.nz](mailto:help@fnz.co.nz)

If you have complained to us and you are not happy with the outcome of our internal complaints process or if we have taken more than 40 working days to resolve your complaint, you may contact Financial Services Complaints Limited ("FSCL") – A Financial Ombudsman Service. FSCL is an external dispute resolution scheme of which FNZ is a member. FSCL provides a free of charge service and can be contacted at:

Postal address: FSCL  
P O Box 5967  
Wellington

Phone: 0800 347 257  
Email: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

Alternatively, you can also make a complaint directly to the Financial Markets Authority (FMA).