

Disclosure Statement (Publicly Available Information)

Our Licence status and conditions

Bayleys Real Estate Limited (FSP773133) is a financial advice provider that is authorised to provide a financial advice service under a licence issued by the Financial Markets Authority. That licence is held by Financial Advice Provider Group Limited (FSP773191).

Nature and scope of our financial advice service

Bayleys Real Estate Limited (**We, Us or Our**) engages Financial Advisers to provide financial advice on our behalf.

Our Financial Advisers may provide financial advice only about investing in shared property ownership products (for example, managed investment schemes and equity securities) available through us. These products are provided by Centuria Funds Management (NZ) Limited (formerly known as Augusta Funds Management Limited) or its associated companies.

Our Financial Advisers cannot provide:

- advice on other types of financial products or financial products from other providers; and
- will not compare the products available through us with any other financial products available on the market.

Our Financial Advisers will provide you with only generic advice on the specific features of the products available through us and will not take into account your personal financial goals and circumstances.

You should seek independent financial advice that takes account of your personal financial goals and circumstances before deciding whether to invest.

Fees, expenses and other amounts payable by you

You will not pay any fees, expenses or any other amounts for the financial advice you receive from our Financial Advisers.

If you decide to invest in the products available through us, part of the amount you invest will be used by Centuria Funds Management (NZ) Limited or its associated companies to meet offer costs which include fees, expenses and other amounts. These offer costs are disclosed in the relevant Product Disclosure Statement.

Conflicts of interest and commissions or other incentives

We receive commissions from Centuria Funds Management (NZ) Limited if you decide to invest in a product available through us. The commission amount is based on the amount invested.

Bayleys Real Estate Limited may pay part of that commission to the relevant Financial Adviser and, if you were referred to our Financial Adviser by an agent of Bayleys Real Estate Limited franchise, part of the Commission may be paid to the franchise and the referring agent.

To ensure that our Financial Advisers take all reasonable steps to prioritise the client's interests over their own interests and the interests of Bayleys Real Estate Limited and its franchises and their agents, we:

- require that our Financial Advisers follow an advice process that ensures that the financial advice is limited to generic advice on the specific features of the products, that you are advised to seek independent financial advice before deciding whether to invest in the products, and that you receive the relevant Product Disclosure Statement;
- have a conflicts of interest policy, maintain registers of conflicts of interest and the gifts and incentives received, and our Financial Advisers receive annual training on how to manage conflicts of interests; and
- undertake annual compliance audits and annually reviews our compliance programme.

Our Complaints Process

If you are not satisfied with our financial advice service, you can make a complaint by emailing Mike Houliker mike.houliker@bayleys.co.nz or by calling: 021 945 927. You can also write to us at: Bayleys Real Estate Limited, P O Box 8923, Symonds Street, Auckland 1150.

If we cannot resolve your complaint to your satisfaction within two working days after we receive it, our internal complaints process will be engaged. Our internal complaints process will handle your complaint as follows:

- We will consider your complaint and, where necessary, investigate and contact you to get further information about your complaint.
- We aim to resolve complaints as soon as reasonably practicable. If we cannot resolve your complaints within this period, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know how we have considered your complaint, what decisions we have made and what actions (if any) we propose to take in response.
- If you are unhappy with this response or the complaint concerns Mike Houlker, you can write to our Group Managing Director, Mike Bayley, at the address above detailing the reasons you are or remain unhappy and asking for any response we have provided to be reviewed. The Group Managing Director will then consider your complaint and any response we have provided and provide you with their feedback, findings, or decision on the complaint.

Dispute resolution process

If our internal complaints process does not resolve your complaint to your satisfaction, you have access to a free, independent dispute resolution service that may help investigate or resolve your complaint.

We are a member of the Financial Services Complaints Limited. You can contact Financial Services Complaints Limited by emailing complaints@fscl.org.nz or by calling: 0800 347 257 you can also write to them at: FSCL, PO Box 5967, Wellington 6145. More information about the Financial Services Complaints Limited is available at: www.fscl.org.nz.

Our Duties

We and our Financial Advisers have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice. We are required to:

- meet the standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services;
- give priority to the client's interests;
- exercise care, diligence, and skill; and
- meet the standards of ethical behaviour, conduct, and client care set by the Code of Professional Conduct for Financial Advice Services.

Contact Details

If you are interested in receiving financial advice from us, noting this is only generic advice on the specific features of the products available through us and will not take into account your personal financial goals and circumstances, please contact one of our Financial Advisers:

Mike Houlker (FSP136284)
Phone: 021945927
Email: mike.houlker@bayleys.co.nz

Samara Phillips (FSP136285)
Phone: 02102761373
Email: samara.phillips@bayleys.co.nz

Sarah Prebble (FSP445446)
Phone: 0276353521
Email: sarah.prebble@bayleys.co.nz

Shirley Leung (FSP498507)
Phone: 0211456314
Email: shirley.leung@bayleys.co.nz