



## DISCLOSURE STATEMENT for *Apa Fatialofa*

### Mortgage Adviser at Mortgage Care Ltd

Email: [apa@mortgagecare.co.nz](mailto:apa@mortgagecare.co.nz), Phone: 09-837-7801, Mobile: 021-272-6331, Address: 20 Jubaea Place, Henderson, Auckland 0610, Postal: PO Box 20-225, Glen Eden, Auckland 0641, Web: <http://www.mortgagecare.co.nz>.

### It is important that you read this document

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

### What sort of adviser am I?

I am a registered, but not authorised, financial adviser. I can give you advice about category 2 financial products such as life insurance, health insurance, risk insurance, consumer credit contracts, home loans, mortgages, and other insurance products.

I am a specialist mortgage adviser and a personal risk adviser and can provide you advice as well as transactional services relating to mortgages, life insurance, disability and medical insurance.

### What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please tell me so I can try to fix the problem. You may contact our internal disputes service by telephoning 09-837-7801, by emailing [apa@mortgagecare.co.nz](mailto:apa@mortgagecare.co.nz), or in writing to PO Box 20-225, Glen Eden, Auckland 0641.

If we cannot agree on how to resolve the issue, you can contact Financial Services Complaints Limited. This service will cost you nothing, and will help us resolve any disagreements. You can contact Financial Services Complaints Limited by emailing [info@fscl.org.nz](mailto:info@fscl.org.nz), calling Financial Services Complaints Limited on 0800-347-257, or in writing to PO Box 5967, Lambton Quay, Wellington 6145.

### How am I regulated by the Government?

You can check that I am a registered financial adviser (FSP125004) at <http://www.fspr.govt.nz>. The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under "What should you do if something goes wrong?").

### Declaration

I, Apa Fatialofa, declare that, to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

This Disclosure Statement, version 3, was prepared on 24 September 2013.