

# FISHER FUNDS MANAGEMENT LIMITED

## ADVICE DISCLOSURE

This Advice Disclosure is provided by Fisher Funds Management Limited (Fisher Funds).

Fisher Funds is a specialist investment manager and issuer of Financial Advice Products with a commitment to delivering competitive investment returns and providing outstanding client service and advice.

Fisher Funds is registered on the Financial Services Provider Register (FSP38581).

### Contact Fisher Funds

**Fisher Funds Management Limited**

**Email:** [enquiries@fisherfunds.co.nz](mailto:enquiries@fisherfunds.co.nz)

**Phone:** 0508 FISHER (0508 347 437) or +64 9 445 3377 (International)

**Website:** [www.fisherfunds.co.nz](http://www.fisherfunds.co.nz)

**Postal:** Fisher Funds, Private Bag 93502, Takapuna, Auckland 0740

**Address:** Fisher Funds, Level 1, Crown Centre, 67-73 Hurstmere Road, Takapuna, Auckland, 0622

### Fisher Funds' licence

Fisher Funds holds a **Transitional Licence**, issued by the Financial Markets Authority, to provide financial advice services to our clients.

### Nature and scope of financial advice

Subject to meeting competency, knowledge and skills requirements, Fisher Funds, our financial advisers and nominated representatives may provide financial advice services on Financial Advice Products issued by Fisher Funds only, as below.

Financial Advice Product Name	Financial Advice Product Type
Fisher Funds KiwiSaver Scheme	Managed Fund - KiwiSaver Scheme
Fisher Funds TWO KiwiSaver Scheme	Managed Fund - KiwiSaver Scheme
Fisher Funds Premium Service	Managed Fund
Fisher Funds Managed Funds	Managed Fund
Fisher Funds Investment Series	Managed Fund
FuturePlan	Managed Fund - Superannuation Scheme
Fisher Funds Lifesaver Plan	Managed Fund - Workplace Savings Scheme

### Fees, expenses and other amounts payable

Fisher Funds, our financial advisers and nominated representatives do not charge fees, expenses or other amounts for the financial advice services we provide.

## Conflicts of interest and commissions or other incentives

### Policy

We have a Conflicts of Interest Policy which assists us to identify and manage potential and actual conflicts to enable us to prioritise clients' interests over our own.

### Conflicts can arise out of:

#### **Developing, advising and investing in our own products**

Fisher Funds develops and offers the Financial Advice Products that we advise on and receives revenue from investors who invest in our Products. We implement your investment decisions in our Financial Advice Products by investing in Fisher Funds' wholesale funds and/or directly held funds.

#### **Paying incentives to financial advisers and nominated representatives**

Our financial advisers and nominated representatives are eligible to participate in incentive plans and may receive bonus payments of up to 30% of their annual salaries. Your investing decisions could influence their bonuses.

#### **Financial advisers and nominated representatives investing in our own Financial Advice Products**

Fisher Funds' employees, including our financial advisers and nominated representatives, invest in our Financial Advice Products and could make decisions to benefit themselves.

### Conflicts management

Conflicts of interest are managed in various ways including:

- training and awareness for financial advisers and nominated representatives on good client outcomes; approved advice processes; access to advice tools; and quality checking of advice and advice processes for good client outcomes.
- through disclosure, recognising that investment in Fisher Funds' wholesale funds provides clients with access to a greater range of investment opportunities. Investment management fees charged within the wholesale funds are refunded to the relevant Financial Advice Products that invest in our wholesale funds.
- our financial advisers' and nominated representatives are employed on a fixed salary. Eligibility for a bonus depends on a range of factors which can include client and investment retention; compliance with business and regulatory requirements; meeting client service standards; making team contributions; prioritising client interests; and achieving good client outcomes.
- our financial advisers and nominated representatives do not have individual authority to determine the investment strategies and asset allocations of our Financial Advice Products. These decisions are considered and approved by our Investment Policy Committee. There is an internal investment selection process to choose the investments which make up the Financial Advice Products and the Products must comply with their Statements of Investment Policies and Objectives (which are publicly available).
- our financial advisers and nominated representatives do not receive commissions in respect of the Financial Advice Products you choose to invest in.

## Duties Information

Fisher Funds, our financial advisers and nominated representatives have duties under the Financial Markets Conduct Act 2013 that govern how we provide financial advice.

We must:

- meet the standards of competence, knowledge and skill (including continuing professional development) set out in the **Code of Professional Conduct for Financial Advice Services** (the Code) and any other prescribed criteria for giving financial advice.
- give priority to your interests when giving financial advice, particularly where there is a conflict between your interests and ours. This includes taking reasonable steps to ensure that the financial advice we provide to you is not materially influenced by our own interests or those of our financial advisers, nominated representatives or any other person connected with giving the financial advice.
- exercise the care, diligence and skill that a prudent person in the business of giving financial advice would exercise in the same circumstances.
- meet standards of ethical behaviour, conduct and client care as required by the Code.

## Complaints process

You can complain about our financial advice services as follows:

**Email:** [complaints@fisherfunds.co.nz](mailto:complaints@fisherfunds.co.nz)

**Phone:** 0508 FISHER (0508 347 437) or +64 9 445 3377 (International)

**Website:** [www.fisherfunds.co.nz](http://www.fisherfunds.co.nz) – refer to the 'Contact us' page to make an online complaint

**Postal:** Fisher Funds, Private Bag 93502, Takapuna, Auckland 0740

**Address:** Fisher Funds, Level 1, Crown Centre, 67-73 Hurstmere Road, Takapuna, Auckland, 0622

We have a Complaints Management Policy which sets out how complaints are managed internally, from receipt through to resolution.

- We will acknowledge your complaint within 2 working days and aim to resolve it within 20 working days.
- After receiving a complaint, we will often come back to you to provide an explanation, make a request for more information, or with a resolution.
- If you don't accept the resolution, you can ask us to review our decision.
- If, after our internal review, you don't accept our decision or more than 20 working days have passed since your original complaint, you can refer the complaint to Financial Services Complaints Limited (FSCL).
- We can also refer the complaint to FSCL at any stage if we consider this to be the most appropriate course of action.

You can also refer a complaint to the Supervisor of Fisher Funds' Financial Advice Products, **Trustees Executors Limited**, as follows:

**Phone:** 0800 878 783

**Email:** enquiries@trustees.co.nz

**Postal:** Trustees Executors Limited, PO Box 4197, Shortland Street, Auckland 1140

**Address:** Trustees Executors Limited, Level 11, 51 Shortland Street, Auckland 1010

## Dispute Resolution Process

**Financial Services Complaints Limited** (FSCL) can help you by investigating and/or resolving your complaint which has not been resolved by our internal complaints process.

You can contact FSCL as follows:

**Phone:** 0800 347 257

**Email:** complaints@fscl.org.nz

**Postal:** Financial Services Complaints Limited, PO Box 5967, Wellington 6140

**Address:** Financial Services Complaint Limited, Level 4, 101 Lambton Quay,  
Wellington 6011

FSCL does not charge a fee to investigate or resolve a complaint.

## How to get a copy

A copy of this Advice Disclosure is available free of charge by contacting Fisher Funds.