



Dream Mortgages

Licensing information

Dalam Financials Limited (FSP1005779), trading as Dream Mortgages is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Our contact details

Phone: 0273131310

Address: 68 Prestons Park Drive, Marshlands 8083. Christchurch

Email: hello@dreammortgages.co.nz

Website: www.dreammortgages.co.nz

Nature and scope of the advice

Dream Mortgages and its advisers specialise in providing financial advice in relation to mortgages and loan products. We can help with purchasing your first home, building a new home, expanding your investment portfolio and more. Our goal is to help you from start to finish and ongoing with your financial plans. The information below will help you understand what type of advice will be provided.

We will only provide you advice about lending and mortgages, but if you need advice in other areas such as insurance or investments, we can point you in the direction of someone else who can help.

Services we provide

We will help you choose a loan that is suitable for your purpose from a panel of lenders (see below). Once we have chosen a lender and loan terms that are suitable for you, we will help you to obtain an approval.

Banks and lenders we use

- ASB
- ANZ
- BNZ
- SBS
- The Cooperative Bank
- Pepper Money
- Resimac
- Bank of China
- Unity Money
- Avanti Finance
- Plus Finance

Products we provide advice for

The types of financial advice products we can give advice on are:

- Home Loans
- Investment Loans
- Construction Loans
- Debt consolidation Loans
- Business Loans
- Vehicle and Equipment Loans

What else we can offer

We can help you with other services through our referral partners

- Fire & General Asset Insurances
- Risk, Lifestyle & Income Insurance
- Asset Finance
- KiwiSaver
- Legal advice
- Tax advice

We also have a number of relationships with Building Inspectors, Property Managers, Building Brokers, Building Companies, Buyers Agents, Financial Advisers, Insurance Advisers, Real Estate Agents and other property related services.

For many of our referral partners we do not receive any commission or referral fees, however in some instances we do receive a referral fee. We will provide you with more details about the referral commissions we are eligible to receive when we make the referral.

Duties

Dream Mortgages and its advisers are bound by the duties of the Financial Markets Conduct Act to:

1. Meet the standards of competence, knowledge and skill set out in the Code of Conduct
2. Give priority to the clients' interests and
3. To exercise care, diligence, and skill in regard to the advice we provide and
4. Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct

Fees and Expenses

Generally, we do not charge you any fee for the advice and transactional solutions that we provide to you. This is possible because, on settlement of a mortgage, we usually receive commission from the applicable product provider as described above. There are two exceptions to this general position which are explained below.

We may charge you a one-off fee in the following situations:

- When I don't receive commission from the lender: If you request that I provide financial advice and I do not receive a commission from the lender, I may charge you a one-off fee. Any such fee would be agreed and authorised by you in writing before I complete the services and would be based on an estimate of the time spent providing the advice. This may

arise in the rare event that you request that I provide services in relation to either a product that is offered by a lender that I do not hold an accreditation with, or a product that is outside my usual arrangements with my approved lenders.

- When I have to repay commission to the lender: In the event that, in the 28-month period following drawdown of your loan, your loan is fully or partially repaid or the terms materially changed, and a lender requires that I repay the applicable commission to them, we may charge you a one-off fee. Any such fee would be no more than \$3,000 (plus GST, if any) and would be calculated based on a rate of \$250 (plus GST, if any) per hour of my time spent providing financial advice to you in connection with the applicable loan. The fee I charge you will not exceed the amount of commission I have to repay to the lender. You will be invoiced for any one-off fee and will be given 30 days to make payment.

Conflicts of Interest and Commissions

We are paid a commission or a fee by the lenders when a mortgage settles and in some cases on a per annum basis.

We ensure that we prioritize your interests by following an advice process that considers your circumstances and goals. We research suitable products and providers to ensure the advice meets your needs.

We also undergo annual training on how to manage any conflicts of interest and record any conflicts in a register that we review and manage.

Dream Mortgages is subject to a yearly audit and compliance reviews to ensure we meet our obligations while doing right by our clients.

Complaints Process

If you are not satisfied with our service you can make a complaint through the following methods:

- By contacting your adviser directly
- By sending an email to our internal complaints manager at **hello@dreammortgages.co.nz**

Once we receive a complaint, we follow an internal procedure to ensure we address the issue. Our process will:

- Acknowledge your complaint within 2 working days
- Inform you how we will address the complaint
- Gather any information that will help us resolve the complaint
- Aim to resolve the complaint within 5 working days.
- If we cannot resolve the complaint within this timeframe, we will update you regarding the next steps.

If you are not satisfied with how we addressed or resolved your complaint, you can contact the FSCL. They are an independent dispute resolution service that costs you nothing to use and will help us resolve any disagreements or finalise outstanding complaints. Their contact details are:

info@ifso.co.nz

0800 888 202

Insurance & Financial Services Ombudsman

PO Box 10845

Wellington 6143