

September 2017

Kiwibank Financial Advisers Act Disclosure Statement

This disclosure statement provides you with important information about Kiwibank Limited (Kiwibank). It is intended to help you decide on choosing a financial adviser. We may also provide you with more information that will also be important for the financial decisions you make. Our contact details are included at the end of this disclosure statement.

Together with its associated entities, Kiwi Wealth Investments Limited Partnership (formerly Gareth Morgan Investments Limited Partnership) and Kiwi Wealth Limited, Kiwibank is part of the Kiwibank QFE Group. Being a QFE means our Kiwibank QFE Advisers are allowed to provide financial advice about our products. As a QFE Kiwibank takes responsibility for any financial adviser services provided by our Kiwibank QFE Advisers. We are also responsible for ensuring that our Kiwibank QFE Advisers exercise care, diligence, and skill when providing financial advice to you.

Our products and services

Our Kiwibank QFE Advisers can only provide you with financial advice – recommendations or opinions – about Kiwibank products and a limited number of products from other providers including the Kiwi Wealth KiwiSaver Scheme, which is provided by Kiwi Wealth Limited, a related company of Kiwibank and member of the Kiwibank QFE Group. Also, there are certain services that can only be provided by Kiwibank Wealth Advisers. If you want investment planning services or personalised financial advice about the Kiwi Wealth KiwiSaver Scheme, or our other wealth management products, you will need to talk to one of our Wealth Advisers. Let us know if you would like to do that. Each Kiwibank Wealth Adviser also has a personal Financial Advisers Act disclosure statement which is available on request and free of charge.

No fees are charged for financial adviser services provided by Kiwibank QFE Advisers. However, Kiwibank may receive benefits if you decide to purchase certain products from other providers.

Remuneration for the majority of Kiwibank QFE Advisers is made up of:

- fixed pay (base salary and superannuation); and
- variable rewards, this may include performance-based remuneration, commission, discretionary bonuses, prizes or incentives (monetary and non-monetary) for an employee or a team in relation to achieving certain performance targets, compliance or quality standards or a product promotion.

We consider that these remuneration and rewards do not materially influence the advice provided to customers, due to the quality and compliance controls and processes Kiwibank has in place.

Neither Kiwibank nor any other member of the Kiwibank QFE Group receive any payment for the financial advice Kiwibank QFE Advisers may give about the Kiwi Wealth KiwiSaver Scheme. However, the manager and issuer of this Scheme is a related company of Kiwibank.

There are no other factors which could have a material influence on the Kiwibank QFE Group or Kiwibank QFE Advisers in relation to any advice they give about KiwiSaver.

The products that our Kiwibank QFE Advisers can give general advice on include:

- Savings and transaction accounts
- Term deposits and PIE investment products
- KiwiSaver
- Credit cards
- Personal loans
- Home loans
- Insurance
- Business banking products.

Details about these products and a copy of the Bank's Disclosure Statement are available on our website at kiwibank.co.nz.

Units in the Kiwibank PIE Online Call Fund, the Kiwibank PIE Term Deposit Fund and Kiwibank Notice Saver are distributed by Kiwibank and are issued by Kiwibank Investment Management Limited. Terms and Conditions for each of these funds are available from your local Kiwibank or at kiwibank.co.nz.

The Product Disclosure Statement for the Kiwi Wealth KiwiSaver Scheme is available from your local Kiwibank, at kiwibank.co.nz or at kiwiwealth.co.nz. Kiwibank is a distributor but is not an issuer of the Kiwi Wealth KiwiSaver Scheme.

What we do about complaints

If you feel we haven't delivered on what we promised or you are unhappy with any advice you received, let us know and we'll start a complaints investigation for you. See the contact details at the end of this disclosure statement for how to get in touch with us. We take all concerns seriously and every complaint is fully investigated.

If you're not satisfied with the outcome, you can send a request in writing to our Complaints Manager to reconsider your concerns. Most concerns can be resolved by this stage. However, if your issue cannot be resolved this way, it may need to go to the Banking Ombudsman.

The Banking Ombudsman provides free independent help to resolve disagreements between members of the Banking Ombudsman Scheme and their customers. Kiwibank is a member of the Banking Ombudsman Scheme. Banking Ombudsman brochures are available at your local Kiwibank. The contact details for the Banking Ombudsman are included at the end of this disclosure statement.

How we are regulated by the Government

Kiwibank is registered as a financial service provider under the Financial Service Providers (Registration and Dispute Resolution) Act 2008. You can check the details of our registration (number 19941) on the Financial Service Providers Register at business.govt.nz/fsp.

Kiwibank is a registered bank under the Reserve Bank of New Zealand Act 1989 and supervised for that purpose by the Reserve Bank of New Zealand. It is a derivatives issuer licensed by the Financial Markets Authority.

Kiwibank is also licensed and regulated as a QFE by the Financial Markets Authority in respect of our financial adviser services. You can check Kiwibank's QFE status and what other entities are a member of the Kiwibank QFE Group on the register at fsp.govt.nz. You can obtain information about QFEs and financial advisers from the Financial Markets Authority. You can also report information about Kiwibank or our advisers to the Financial Markets Authority. The contact details for the Financial Markets Authority are included at the end of this disclosure statement.

Contact details

KIWIBANK		
PHYSICAL ADDRESS	Kiwibank Limited New Zealand Post House 7 Waterloo Quay Wellington 6011	
POSTAL ADDRESS	Kiwibank Limited Private Bag 39888 Wellington 5045	
PHONE AND FAX NUMBERS	You can call us anytime between 7am and 9pm, Monday to Friday, or between 8am and 6pm on weekends or public holidays. Freephone: 0800 11 33 55 From overseas: +64 4 473 11 33 Fax: (04) 462 7922	
EMAIL ADDRESSES	General enquiries:	service@kiwibank.co.nz
	Complaints:	complaints@kiwibank.co.nz
WEBSITE	kiwibank.co.nz	
BANKING OMBUDSMAN		
PHYSICAL ADDRESS	Office of the Banking Ombudsman Level 5, Huddart Parker Building 1 Post Office Square Wellington 6011	
POSTAL ADDRESS	Office of the Banking Ombudsman Freepost 218002 PO Box 10573, The Terrace Wellington 6143	
PHONE AND FAX NUMBERS	Freephone:	0800 805 950
	From overseas:	+64 4 471 0006
	Fax:	(04) 471 0548
EMAIL ADDRESS AND WEBSITE	Email:	www.bankomb.org.nz/contact-us
	Website:	www.bankomb.org.nz
FINANCIAL MARKETS AUTHORITY		
POSTAL ADDRESS	Financial Markets Authority PO Box 1179 Wellington 6140	
PHONE AND FAX NUMBERS	Telephone:	(04) 472 9830
	Fax:	(04) 472 8076
WEBSITE	Website:	www.fma.govt.nz
	You can contact the Financial Markets Authority online via its website.	