

# NBS QFE Financial Adviser Disclosure Statement



Name: **Nelson Building Society (NBS)**  
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This disclosure statement was prepared as at 1 July 2019.

## **It is important that you read this document.**

This information is important and is intended to help you to make an informed decision on choosing a financial adviser that best suits your needs. We may also provide you with other information that can help with the financial decisions you make.

## **What sort of adviser are we?**

NBS is a Qualifying Financial Entity (QFE) under the Financial Advisers Act 2008. This means employees of NBS may provide financial advice with regards to our products. As a QFE, NBS is responsible for any financial adviser services provided by our people, this includes making sure our advisers exercise care, diligence and skill in providing financial advice to you.

## **What are our products and services?**

Our QFE advisers can provide financial adviser services in relation to the following types of category 2 products:

- Investment deposits (call and term) issued by NBS
- Transaction and savings accounts issued by NBS
- Loans, overdrafts, and other consumer credit contracts issued by NBS
- Other financial products such as debit transaction cards and foreign exchange transactions provided by NBS on behalf of Travelex, Western Union and MasterCard.

## **How do NBS advisers get paid for the services we provide to you?**

NBS QFE Advisers will not charge you for any financial advice they provide and nor do they receive any direct remuneration for this advice. As NBS employees, their remuneration is primarily by way of salary. However, NBS QFE advisers may also receive a discretionary bonus in line with their performance and achievement of their specific targets as well as meeting quality and compliance standards.

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

NBS aims to provide you with the highest quality of service at all times. If you have a problem, concern, or complaint about any part of our service, please let us know as soon as possible so we can resolve the issue in a timely fashion. We have an Internal Complaints Process to resolve any issues.

You should first contact your Personal Banker or local Branch Manager. If you are not satisfied with the outcome you can contact the Secretary of NBS at:

Address: **Nelson Building Society  
111 Trafalgar Street  
NELSON 7010  
PO Box 62  
NELSON 7040**

Telephone: **(03) 548 2164**  
Attention: **Secretary**

If NBS cannot find a way to resolve the issue, complaints can also be made to the Banking Ombudsman (which is an approved scheme under the Financial Service Providers (Registration and Disputes Resolution) Act 2008). You can contact the Banking Ombudsman at:

Address: **Freepost 218002  
PO Box 25327  
Featherston Street  
WELLINGTON 6146**

Telephone: **(0800) 805 950**  
Email: **help@bankomb.org.nz**

You can also report information about NBS or any of our advisers to the Financial Markets Authority. Their contact details are below.

## **How is NBS regulated?**

NBS is licensed as a QFE and regulated by the Financial Markets Authority (FMA) for the financial adviser services we provide. You can check our status as a QFE at any time at [www.fspr.govt.nz](http://www.fspr.govt.nz). You can also obtain information about financial advisers, or report information about us or our advisers, to the Financial Markets Authority at:

Address: **PO Box 1179  
WELLINGTON 6140**

Telephone: **(04) 472 9830**  
Email: **fma@govt.nz**