

## **Financial advice provider licence information**

### **Licence information**

First Credit Union Incorporated (FSP29785) holds a licence issued by the Financial Markets Authority to provide a financial advice service.

### **Nature and scope of financial advice service**

Although we have a licence to provide financial advice, we do not usually provide financial advice. Where we do provide advice, it will be limited to investments with First Credit Union, loans from First Credit Union, and insurance products offered by First Insurance Limited. We do not provide advice on products from any other providers.

### **Fees and expenses**

We do not charge a fee for any financial advice we may give. If we refer you to another financial adviser they may charge you a fee for providing you with advice. That other adviser will disclose their fees before giving you advice.

### **Conflicts, commissions and other incentives**

We have an inherent conflict of interest in any financial advice we give because we are the sole shareholder of First Insurance Limited and we receive fees and / or interest from the investments and loans we offer. We manage this conflict by having processes to ensure that any advice we do provide is suitable for you.

### **Complaints**

Sometimes we don't get it right and if this happens please let us know.

We welcome your feedback as it helps us improve the way we do things. We will do our best to resolve your complaint as quickly and as fairly as possible. You can make a complaint in person at one of our branches, over the phone or by emailing us at [compliance@firstcu.co.nz](mailto:compliance@firstcu.co.nz).

Please provide as much information as you can and don't forget to include how we can contact you, so we can resolve this in the best way possible.

Our staff will do their best to help resolve your complaint immediately, however if they are unable to assist they will refer you to a manager. The manager will try to resolve the matter within 5 working days. We may need more time to consider your complaint or we may need more information from you so we can consider your complaint. We aim to have a response to your complaint within a maximum of 12 working days.

If we have been unable to resolve your complaint and you wish to pursue it further you can contact our dispute resolution provider, Financial Services Complaints Limited (FSCL).

FSCL is an independent dispute resolution scheme that is free of charge to our members. For more information about FSCL, you can visit their website.

If your complaint is within FSCL's jurisdiction they will work with you and First Credit Union to resolve the complaint. You can contact FSCL:

Phone: 0800 347 257

Email: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

Website: [www.fscl.org.nz](http://www.fscl.org.nz)

Write to them at:

PO Box 5967  
Lambton Quay  
Wellington 6145

### **Duties**

We, and anyone who gives financial advice on our behalf, have legal duties relating to the way that we give advice.

We must:

- give priority to our members interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests;
- exercise care, diligence, and skill in providing the advice;
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice); and
- meet standards of ethical behaviour, conduct and member care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we treat you as we should and give you suitable advice).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at [www.fma.govt.nz](http://www.fma.govt.nz).

### **Our contact details**

You can contact us at:

First Credit Union Incorporated  
111 Collingwood Street,  
Hamilton Central,  
Hamilton 3204

Phone: 07 834 4810

Email: [welcome@firstcu.co.nz](mailto:welcome@firstcu.co.nz)