

Milford KiwiSaver Plan

Financial Advice Provider

Disclosure Statement

Name of Financial Advice Provider

Milford Private Wealth Limited* (FSP391786)

Our contact details are as follows:

Level 12, 50 Albert Street, Auckland 1010
PO Box 960, Auckland 1140

P: 09 921 4700 or 0800 662 348

E: kiwisaveradvice@milfordasset.com

This disclosure statement was prepared on
18 November 2024



It is important you read this document

Nature and scope of our advice

Milford KiwiSaver Advisers provide you with financial advice about the Milford KiwiSaver Plan. This advice is one off. This means it is up to you to contact the Milford KiwiSaver Team if you want to revisit the suitability of your KiwiSaver investment or if your circumstances change.

Limitations to our advice

Our advice is limited to the Milford KiwiSaver Plan only. We do not compare other KiwiSaver scheme providers.

In providing you with financial advice, we will only consider your KiwiSaver investment.

We do not give specific advice on some of the wider issues you may need to consider such as budgeting, estate planning, taxation and insurance planning. You will need to consult a specialist if you would like advice on these matters.

Fees and Expenses

There is no fee for receiving our KiwiSaver financial advice.

**Milford Private Wealth Limited holds a licence issued by the Financial Markets Authority to provide financial advice.*

Fund Fees

You will be charged fees for investing in the Milford KiwiSaver Funds. Fund fees are automatically deducted from your investment and will reduce your returns.

Please refer to the current Milford KiwiSaver Plan Product Disclosure Statement (which is available to be downloaded from the Documents section of the website) for a breakdown and examples of total estimated annual fund charges and performance-based fees (if applicable). In addition, further information about Milford's fund fees can be found on our website at milfordasset.com/information-hub/fees

What are our obligations?

As a Financial Advice Provider, Milford KiwiSaver advisers have a number of legal duties. When providing you with advice, we are required to:

- **Give priority to your interests** by taking all reasonable steps to ensure our advice is not materially influenced by our own interests
- **Exercise care, diligence and skill** in providing you with advice
- **Meet the standard 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)
- **Meet the standards of ethical behaviour, conduct and client care** set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should, and give you suitable advice).

The above is only a summary. More information about the duties that Milford KiwiSaver Advisers have is available by contacting us.



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Conflicts of Interest

Because our advice is limited to the Milford KiwiSaver Plan, the following conflicts of interest exist:

- All products included in our financial advice are managed by Milford which receives fees for funds you invest in
- All financial advisers are Milford employees
- Financial advisers are/may be a shareholder in Milford Asset Management Limited. Financial advisers are also eligible to participate in Milford share schemes and may also, from time-to-time, purchase additional shares in Milford Asset Management. This means that your financial advisers could be paid dividends from any Milford shareholding and could benefit from any increase in value of those shares, and
- Financial adviser remuneration is by way of fixed salary, however they are also eligible to receive a discretionary bonus.

How does Milford manage these conflicts?

- By clearly explaining that Milford and its financial advisers only give advice in relation to Milford products.
- By providing clear disclosure of all fund fees as applicable.
- Milford and its financial advisers follow an advice process that ensures our recommendations are made on the basis of each client's KiwiSaver goals and circumstances.
- Milford maintains a register of conflicts of interest and training is provided on an ongoing basis.

Further information about Milford's Conflicts of Interest Policy is available on request.

What should you do if something goes wrong?

If you have a problem, concern or complaint about any part of our service, please tell your Financial Adviser in the first instance so that we can try to fix the problem. If you don't wish to raise this directly with your Financial Adviser, you can also send an email to feedback@milfordasset.com or phone us on **0800 662 345**.

We hope we can resolve things together. We will respond within 10 working days from when you get in touch. If we can't resolve your complaint immediately, we will let you know.

Further information about how to make a complaint and an overview of Milford's internal complaints process is available on our website at milfordasset.com/complaints

Our website also provides information about, and the contact details of, the independent dispute resolution scheme we belong to (**Financial Services Complaints Limited**). That scheme provides a free and independent service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction.

Further Disclosure Information

Further information about Milford's Financial Advice Service can be found on our website milfordasset.com/getting-advice

Our Privacy Policy

The information that you provide to us may be used for the purposes set out in our Privacy Policy. By proceeding, you agree to our Privacy Policy found here milfordasset.com/privacy-policy



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