

## Important information about Optima Wealth Limited

### What sets us apart?

At Optima Wealth Limited we can help shape your financial future. We provide practical and prudent advice to help protect and grow your wealth over the long term. As a holistic goal based financial planner, we like to get to know your vision, understand your values and what you are trying to achieve. From there we will use academic evidence and avoid speculation to build a portfolio that is going to give you best possible chance to live the life you deserve.

Hamish Kember has a raft of experience and can help you achieve your ambitions and give you a greater connection and understanding of what your wealth can do for you.

### Before we get started

As a professional adviser, there is important information you need to know before we can provide you with the best advice we can offer.

Please read on to understand the information on how we are licensed, plus:

- What services we can provide and what they may cost you.
- How we operate
- Complaints handling
- Conflicts of interest
- Our conduct
- Data privacy and collection

### License information

**Optima Wealth Limited** (FSP712272), trading as Optima Wealth) holds a licence issued by the Financial Markets Authority to provide financial advice.

We have no license limitations.

Optima Wealth Limited  
Email: hamish@optimawealth.co.nz  
Ph: 027 249 8955

23 Rochdale Street  
Fendalton  
Christchurch 8014  
New Zealand

### Nature and Scope of Engagement:

At Optima Wealth we provide the following services:

- Investment planning
- Short term savings
- Investment solutions
- Financial projections/retirement planning
- Cash management
- Cashflow analysis
- Emergency Fund

The Providers we use are for these services are:

- For our investment portfolios we use the Consilium Platform powered by FNZ. We can source a very large number of managed funds and direct investments such as shares and bonds on the NZX, ASX, and other exchanges globally (mainly USA and UK) that are available to Retail investors in New Zealand.
- We may also get external research from Consilium, Heathcote Partners, Jarden, and Morningstar or anywhere that may suit the situation.
- For KiwiSaver, we work with four providers – Consilium NZ (KiwiWrap and Evidential), Milford, Booster and Kernel

### How we operate

To ensure that our financial advisers prioritise the client's interests above their own, we follow an internationally recognised professional advice process to ensure our recommendations are made based on the client's goals and circumstances.

We want to understand what your vision is, what values you want to live by and then build a financial plan that best supports your lifestyle to give you the best chance of success.



### Conduct:

At Optima Wealth Limited, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

- give priority to your 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 you with 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)
- meet 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).

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 <https://www.fma.govt.nz>.

### Remuneration (what do our services cost?):

At Optima Wealth Limited, we endeavour to be as independent and transparent with our fees as we possibly can. The fees we charge for the preparation of a financial plan are:

Plan preparation fee	Range
After financial plan has been written	\$1,500 + GST or \$250 per hour + GST whichever is the greater. Plan fees will be agreed upon before commencement.

At Optima Wealth we charge for running a portfolio a percentage of asset under advice. These are typically as below but may vary depending on size and complexity of the portfolio: Full costs will be provided to you in a Statement of Advice before you agreed to our services.

Portfolio Fees	Range
Advice Fee	Up to 1.00% + GST
Platform Fee	Up to 0.25% - no GST.

### Brokerage

We do not collect broker fees as income but there may be broker fees that you have to pay if you want to transact any direct listed equities or bonds on an exchange. The indicative cost would be quoted at the time before transacting. It will depend on factors such as size of the trade, is research from an external party required and the exchange that it would be traded on.

### Commissions:

Typically, when it comes to investment portfolios, we avoid any commissions from product providers as we feel that that is a conflict of interest. Any commissions received in a portfolio run by Optima Wealth are refunded back to the investor.

With KiwiSaver, only one of our providers only remunerate us through commissions and they are as follows:

Type	Range
Booster KiwiSaver	0.25% to 0.50% of the balance

With Consilium KiwiWrap we can charge a separate advice fee of up 0.75%. With Evidential, Kernel and Milford up to 0.50%. On all additional 0.20% initial set up fee in the first year for extra work that this entails may be charged.

Booster NZ also pays \$30 to the adviser after year one for the work in transferring or opening a KiwiSaver account with them.

***Hamish Kember is the only adviser and director working for Optima Wealth. His remuneration is based on the profitability of the company by the way of drawings.***

### Conflicts of interest:

We take any perceived or real conflicts of interest very seriously and have a dedicated policy for dealing with such issues whereby we avoid, disclose and/or manage any conflicts so that our client's interests are placed first and foremost.

For KiwiSaver, Optima Wealth will receive commissions from some of the providers on whose products we give advice. If you decide to take out KiwiSaver, the product providers will pay a commission to Optima Wealth. The amount of the commission is based on the balance of the KiwiSaver fund.

We undergo annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance programme annually by a reputable compliance adviser.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

### Complaints handling and dispute resolution:

If you are not satisfied with our financial advice service, you can make a complaint by emailing [hamish@optimawealth.co.nz](mailto:hamish@optimawealth.co.nz) or by calling: 027 249 8955.

You can also write to us at:

Optima Wealth Limited  
23 Rochdale Street  
Fendalton  
Christchurch 8014

When we receive a complaint, we will consider it following our internal complaints process: We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.

We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.

We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so. If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Insurance and Financial Services Ombudsman Scheme provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction. You can contact Insurance and Financial Services Ombudsman by emailing [info@ifso.nz](mailto:info@ifso.nz), or by calling: 0800 888 202 You can also write to them at: P O Box 10-845, Wellington 6143

### Privacy/Data Collection:

To give our clients the very best advice we need to collect personal information about their financial circumstances. In the digital age that we live in, we take our responsibilities under the Privacy Act 2020 very seriously. Some key points:

- We only collect information relevant to the nature and scope of the advice we are providing.
- The accuracy of this information to our advice is critical, this is where we need your help.

Once collected we will protect any client information:

- You can request any personal information or ask for it to be amended at any time
- We will only share information where it is necessary to do so in providing the agreed services provided. If this is not part of our normal business, we would only consider this with your express consent to do so. However, there are some third parties you may not be aware of that we may need to share your information with such as:
  - Financial Markets Authority (FMA) – the Regulator of financial services in New Zealand
  - External compliance agencies we may engage for quality assurance purposes.
- We have policies and procedures for dealing with any data breaches ASAP. Any information no longer needed will be destroyed securely.

You can find out more by visiting our Privacy Policy at our website: [Privacy Policy - Optima Wealth](#)

**Ask us - we are here to help.**

We welcome any questions or queries you have in relation to this important information but more importantly, we look forward to working **with** you.