

This disclosure provides important information about TSB Bank Limited (**TSB**, '**us**', or the **Bank**), the nature and scope of the financial advice service we can provide to you (including the types of financial advice products about which advice is given), the duties we are subject to, and what you can do if you have any concerns with our products or services, or the advice we give.

Licence status and conditions

TSB holds a financial advice provider licence (**licence**) issued by the Financial Markets Authority (**FMA**) to provide a financial advice service. Under TSB's licence, TSB and its nominated representatives (being TSB employees that give advice on TSB's behalf) are permitted to provide a financial advice service as set out in this document.

Nature and scope of our advice

TSB may, through its nominated representatives (**NRs**), give **financial advice** on the products and services we offer, including products offered by third-party providers. In certain cases, we may provide **general information** only.

General information is where we provide factual information only (such as the features, or terms and conditions of a product, or the process for acquiring or disposing of a product), without giving an express recommendation or opinion about acquiring, retaining or disposing of a financial advice product.

Financial advice is where we provide a recommendation, or give an opinion about acquiring or disposing of (or not acquiring or disposing of) a **financial advice product**.

We will inform you of the type of advice you may receive before any products are opened, closed or retained.

What products does the advice cover (and who are the issuers of those products)?

A **financial advice product** is any product offered by TSB, either sold by us to you directly or through a third-party provider. The section below sets out the types of financial advice products our NRs may advise on, including those products provided by third parties.

TSB can provide financial advice in relation to the following TSB products:

- Call Debt Securities (e.g. bank accounts and savings accounts)
- Term Deposits
- Lending Products/Consumer Credit Contracts (e.g. home loans, personal loans, overdrafts)
- Credit Cards
- Foreign Currency Account.

Products that TSB may provide financial advice about provided by a wide range of third-party providers:

- KiwiSaver products, including products issued by Fisher Funds Management Limited.
- Life insurance, trauma insurance, complete disablement insurance, income insurance, mortgage repayment insurance, specific injury insurance, medical insurance and premium insurance products. Where one of these types of insurance may be suitable for you we can refer you to Chubb Life Insurance New Zealand Limited who can advise on the particular insurance products they provide.
- General insurance products including home, contents, landlord, boat and motor vehicle insurance. Where one of these types of insurance may be suitable for you we can refer you to Tower Insurance Limited who can advise on the particular insurance products they provide.
- Loan repayment insurance products, including products issued by AIA New Zealand.
- Mortgage repayment insurance products, including products issue by AIA New Zealand.
- Life insurance products, including products issued by AIA New Zealand.

Please note that some products may no longer be sold by TSB or available from third-party providers.

Other than as described above, we are unable to refer you to other third-party providers who offer these financial products. Where TSB only gives advice in relation to products from providers, noted above, it does not consider products from other providers when giving that advice.

To the extent we do provide advice in relation to any of the listed products, our advice is strictly limited to advice given to TSB customers (and not to customers of those third-parties).

Are there any material limitations or restrictions on the financial advice service I may receive?

TSB only provides advice about products as set out above:

- No comparisons will be made, or advice offered, on the same or similar products offered elsewhere.
- Our NRs may be limited in the advice they can provide by their specific role, experience or product expertise.

Fees, expenses, or other amounts payable

How much do I need to pay?

TSB does not charge fees in relation to the provision of financial advice to customers.

Conflicts of interest, commissions or incentives

TSB may recommend the Fisher Funds KiwiSaver Scheme which is issued by Fisher Funds Management Limited. TSB Bank Limited's sole shareholder is Toi Foundation Holdings Limited, which is also a shareholder of Fisher Funds Management Limited.

TSB takes the following steps to manage any potential conflict of interest in this respect:

- All dealings between TSB and Fisher Funds (and its shareholders) are at arms-length.
- In giving advice in relation to the Fisher Funds KiwiSaver Scheme, TSB's NRs have a duty to give priority to customers' interests. TSB has processes and controls in place to ensure its NRs comply with this duty.
- TSB's NRs abide by TSB's written policies and procedures in relation to management of conflicts of interest.

TSB, during the normal course of business, receives commission or other payments from the products provided by a third-party.

If a customer decides to take out insurance with one of the third-party insurers identified above, or to invest in the Fisher Funds KiwiSaver Scheme, the relevant third-party will pay a commission to TSB. The amount of the commission is generally based on the value of the policy or funds under management.

To manage potential conflicts of interest inherent in commissions and incentives, TSB takes the following steps:

- While TSB receives commissions and/or incentives in respect of third-party products provided to our customers, NRs (or other TSB employees) do not receive a commission or incentive.
- If giving advice in relation to any financial advice product (including those of our third-party product providers identified above), TSB's NRs have a duty to give priority to customers' interests. TSB has processes and controls in place to ensure its NRs comply with this duty.
- As mentioned above, TSB's NRs also abide by TSB's written policies and procedures around managing conflicts of interest.

Duties information

TSB and its NRs are bound by the duties in the Financial Markets Conduct Act 2013. These are to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (**Code**).
- Give priority to the client's interests.
- Exercise care, diligence and skill.
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code.

Complaints and dispute resolution procedures

What happens if I have a complaint?

Customer satisfaction is important to us, so if something isn't right, let us know and we'll do our best to sort it out. Our complaints process is designed to address your concerns. Our complaints process and access to the Banking Ombudsman Scheme are available to all our customers, including covenantors and guarantors, free of charge.

You can let us know about your concerns in a number of ways:

- In person, at your local branch.
- Call us on 0800 872 226.
- Send a secure message via our website – tsb.co.nz/contact/feedback.
- Send a letter to the following address: Complaints, TSB Service Centre, PO Box 240, New Plymouth 4340, New Zealand.

TSB has a 3-stage internal complaints process

We are committed to responding to your complaint in a fair, timely and transparent manner. When we receive your complaint someone from TSB will acknowledge your complaint within one working day and we will work with you to try to resolve your complaint.

Stage 1 – Early Resolution

When you contact us in one of the ways set out above, we will acknowledge we have received your complaint, forward your complaint to the appropriate TSB team member to address (which may include the person you have been dealing with at TSB), and will then keep you updated via your preferred contact method (phone, email or mail).

If you do not wish to discuss your complaint with the person you have been dealing with, TSB will pass on your complaint to another team member who will work with you to try to resolve your complaint.

Stage 2 – Complaints Team review

If your complaint is not resolved at stage 1, you are able to request that this be reviewed by our Complaints team. This is an independent team who will gather information and talk with you to understand what went wrong. They'll make sure they have all the relevant information, to help them work with you to try to resolve your complaint.

Our Complaints team will try to come to an agreed resolution within ten business days, keeping you updated, and we will let you know the outcome of their investigation via phone, email or mail.

Stage 3 – Senior Leader review

If your complaint is not resolved by stage 2, a senior leader will undertake a further investigation of your complaint. The senior leader will provide you with a formal decision setting out why they came to that decision as the last stage in our internal complaints process.

You can also contact the Banking Ombudsman

TSB is a member of the Banking Ombudsman Scheme, an approved dispute resolution scheme. Our customers can access the Banking Ombudsman Scheme at any time.

The Banking Ombudsman is usually open 8.30am to 5pm Monday to Friday and provides a free and independent dispute resolution service that may help investigate or resolve your complaint if it is not resolved to your satisfaction using TSB's internal complaints process.

The Banking Ombudsman can consider most complaints. Visit bankomb.org.nz for more information.

How to contact the Banking Ombudsman

You can contact the Banking Ombudsman Scheme in several ways:

- From their website, bankomb.org.nz.
- Email help@bankomb.org.nz.
- Call 0800 805 950 or +64 4 915 0400 (from overseas).
- Send a letter to: The Banking Ombudsman, Freepost 218002, PO Box 25327, Wellington 6146, New Zealand.
- Via Facebook on <http://www.facebook.com/bankombnz>.