DecisionMakers
Investment Advisers & Portfolio Managers

## Kingshield Investments Limited

## Trading as DecisionMakers (Kingshield)

### Our Business Details

Kingshield Investments Limited is a Licensed Financial Advice Provider issued by the FMA to provide financial advice services. Financial Services Provider Number – **FSP539547**.

#### Our office contact details

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| Physical Address: | Suite D, 1st Floor, Building 6, |
| | 331 Rosedale Road, Albany, Auckland 0632 |
| Postal Address: | PO Box 30 3065, North Harbour, Auckland 0751 |
| Phone: | 09 930 6933 |
| Website: | www.decisionmakers.co.nz |

# About Lester Luey – your Financial Adviser

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|---|---|
| **Phone:** | 09 930 6933 |
| **Email:** | lester@decisionmakers.co.nz |
| **FSP:** | 34662 |

Lester Luey is your Financial Adviser, and he is providing the advice on behalf of Kingshield Investments Limited trading as DecisionMakers (Kingshield) the Financial Advice Provider, licence holder - **FSP539547**.

### Qualifications

Bachelor of Commerce & Administration (Hons)

Post Graduate Diploma in Personal Financial Planning

CERTIFIED FINANCIAL PLANNER$^{CM}$

### Experience

I have over 25 years' experience as a financial adviser working in a range of different roles. I help my clients grow their savings and capital for retirement, earning a return above inflation over the medium - long term, and providing them with regular cashflow to support their lifestyle once they stop working. I enjoy working with people in the 50 years plus generation who are seeking professional advice for their investments. I have a clear understanding of the financial needs and challenges of this age group.

## Professional memberships

Financial Advice New Zealand

TRUSTED ADVISER
FINANCIAL ADVICE NEW ZEALAND

## Nature and Scope of Engagement

| **Our Services** |
|---|
| → Financial planning advice.<br>→ Investment advice (strategic asset allocation and investment management).<br>→ KiwiSaver investment strategies and retirement planning.<br>→ General information on tax planning, estate planning, cash and debt management, and insurance/risk management. |
| **Products we can advise on** |
| → Managed Investment Portfolios.<br>→ We design, implement and manage bespoke portfolios using a combination of shares, bonds, listed and unlisted managed funds, ETFs, term deposits, fixed interest securities and cash management funds.<br>→ Managed investments schemes (managed funds) including PIE funds, Unit Trusts, KiwiSaver, Superannuation and Group Investment Funds.<br>→ Bank Deposits. |
| **Product Providers we may recommend** |
| Kingshield Investments Limited trading as DecisionMakers (Kingshield) may place investments with almost any investment provider but uses research and Investment Committee recommendations to determine which products to recommend from the suite of products selected by this committee. |

## Conflicts of interest

I am here for my clients and to advise you as best I can. Your interests are my priority although I do have business relationships with product providers also. From time-to-time product providers may assist us with conferences and professional development training.

I manage conflicts of interest by ensuring that I prioritise your interests above my own. The advice I provide is based on understanding your goals and circumstances and providing recommendations that are based on research. I have a Register of Conflicts which allows me to actively manage any conflicts which arise.

## Conflicts of Interest - other than commissions or incentives

I am providing advice on behalf of Kingshield Investments Limited trading as DecisionMakers (Kingshield) the Financial Advice Provider, licence holder FSP539547. I am paid a salary by Kingshield Investments Limited to provide this service.

## Reliability History

I have no relevant information to report. I have not been bankrupt or insolvent, have any convictions or been publicly disciplined.

## Fees

- Our first meeting is at our cost and free to you.
- Fees for the Financial or Investment Plan or Hourly Rate are (including GST):
    - $500 Planolitix Software Access
      Financial Planning software for you to use
    - $750 Plan Preparation and Delivery
      This covers Advice Preparation, Implementation and ID Verification
    - In certain cases, we may need to charge by the hour, in this case we will discuss this with you before we go ahead.
      The hourly rate for a financial adviser is $285.
- Ongoing Portfolio Investment Management Service Fees:

| Investment value tiers (NZD) | Total fees (per annum) |
|---|---|
| **Up to $500,000** | 1.15% |
| **Then $500,000 to $1,000,000** | 0.81% |
| **Then $1,000,000 to $2,000,000** | 0.67% |
| **$2,000,000 and above** | 0.65% |

**Explanation of the Portfolio Investment Management Service Fees table:**
**Each band represents the fees charged for the amount of funds that fall into that band. As illustrated below, the fee structure is on a sliding scale, which means the total fees will reflect the combination of each band.**

The Portfolio Management Fee and Wrap Account/Custodian administration fees are on a sliding scale structure. E.g. for a $750,000 investment the first $500,000 would be charged at 1.15% ($5,750), then the next $250,000 at 0.81% ($2,025) giving a combined total fee of 1.04% pa ($7,775).

The Portfolio Management Fee is calculated daily by the Custodian and deducted from your cash account monthly and paid to DecisionMakers. The Custodian fee is calculated daily and deducted from your cash account monthly and paid directly to the Custodian. Both the portfolio management fee and the custodial administration fee are tax deductible expenses.

Part of the portfolio management fee and the entire custodial administration fee is not subject to GST.

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## Our Internal Complaints Process

If you have a problem, concern, or complaint about any part of our advice or service, please tell us so that we can try to fix the problem. If your adviser is not able to fix the problem, we have an internal complaint handling process. Our internal complaints manager is Lester Luey who can be reached via **email** at lester@decisionmakers.co.nz or **phone** . 09 930 6933.

Lester will :

- acknowledge your complaint within 2 working days.
- gather and evaluate information about your complaint.
- respond to you within 20 working days.

## Our External Complaints Process

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints process you can contact our external disputes resolution scheme – the Insurance and Financial Services Ombudsman Limited. This service will cost you nothing and will help us resolve any disagreements.

You can contact the Insurance and Financial Services Ombudsman Limited at:

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| Address: | PO Box 10-845, Wellington, 6143 |
| | Level 2, Solnet House, 70 The Terrace, Wellington 6143 |
| Telephone number: | 0800 888 202 |
| Website address: | https://www.ifso.nz/ |

## Duties information

I am bound by the duties of the Financial Markets Conduct Act to:

- Meet the standards of competence, knowledge and skill set out in the Code of Conduct.
- Give priority to the clients' interest and exercise care, diligence and skill.
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.