

## What Sets Us Apart?

Cambridge Partners is one of New Zealand's largest independent investment financial advisory and wealth management practices. We have offices in Christchurch and Auckland – servicing clients throughout the country.

Our team of experienced advisers build and manage customised investment portfolios for clients and further support them through expert financial planning and other specialist services.

We are both a goals-based *and* values-based organisation. Our advisers seek to understand what is truly important to each of our clients and provide the highly personalised financial advice and best-fit investment strategies that will ensure success for them and their families.

Our aim is always to develop trusted, long-term partnerships. We support and empower clients through new aspirations, changing circumstances and all of life's transitions.

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## Before We Get Started

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

### Licensee information

Cambridge Partners Limited (FSP26104) is a Financial Advice Provider holding a transitional license issued by the Financial Markets Authority (FMA) to provide financial advice.

### Office Contact Details

**Address:** Level 4, 48 Hereford Street, Christchurch 8140  
(Head Office)

Spratt Financial Centre Level 1/3 Morton Street, Auckland Central, Auckland 1010  
(Auckland Office)

**Phone:** (03) 364 9119

**Website:** [www.cambridgepartners.co.nz](http://www.cambridgepartners.co.nz)

**Email:** [info@cambridgepartners.co.nz](mailto:info@cambridgepartners.co.nz)

## Nature and Scope of Engagement

We can provide advice on the following areas:

- **Investment Advice and Planning (including strategic asset allocation, investment recommendations, and cash management)**
- **Retirement Planning and KiwiSaver**
- **Class Discretionary Investment Management Services (DIMS)**
- **Investment Advice and Planning for US Citizens**
- **Investment Advice and Planning for expats and migrants**

We are not tied to any product provider, and the specific details of providers we recommend will be detailed in our advice documentation.

## How we operate

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



## Conduct

Cambridge Partners, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to how we give advice.

We are required to:

- give priority to your interests by taking all reasonable steps to make sure our interests do not materially influence our advice
- 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 ensure 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>.

## Fees or Expenses

We do not charge for an initial meeting where we get to know you.

Any fee charged to you subsequently will depend on the nature and scope of the advice or service we provide. We will discuss and agree on the actual fees with you before we proceed and explain how they are payable.

The following section outlines the types of fees that may apply:

- The fees charged for our initial advice and ongoing services may be based on a combination of a set dollar amount or a percentage-based fee.
- Typically, the cost of the initial plan will range between \$1,000 and \$5,000 (plus GST). For complex planning work such as advice to US Citizens, the cost of the initial plan may range between \$3,000 and \$8,000 (plus GST). Actual billing rates will vary depending on the type and nature of the work involved. A quotation will be provided to you for approval before the services are provided. The quotation will specify the payment terms.
- If you decide to engage Cambridge Partners on an ongoing basis to manage investments on your behalf after receiving our initial planning advice, we will charge a monthly fee for providing this service. This fee will be disclosed in writing and calculated based on the percentage of the funds under management (FUM) on a sliding scale. Fees will include the cost of a portfolio administration system run by the Custodian eg FNZ and Consilium, and depending on the investments selected, there may also be investment management fees (charged by the product provider), and transaction (buy and sell) costs paid to the broker.

## Commission

For services in relation to some legacy insurance savings and investment products, the product provider may pay commission to us to fund the ongoing servicing cost of the product. Your adviser will provide you with the specifics if this situation applies to you.

## Conflicts of Interest and Incentives

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 conflicts to place our client's interests first and foremost. All of our advisers undertake annual training regarding recognising and managing conflicts of interest.

Some of our advisers are shareholders in Cambridge Partners and may receive dividends as and when declared. Your adviser will confirm if this is applicable in their situation.

Some of our advisers have conflicts of interest due to a shareholding in Consilium NZ Limited, a provider of platform services and Synergy Investments to clients of Cambridge Partners.

After having undertaken extensive three-yearly due diligence on the custodial platform, the conflict is managed by ensuring clients face no increase in platform services fees. Negotiations with Consilium NZ are conducted on an arm's length basis by excluding conflicted directors and shareholders from the negotiation process and recusing them from all votes giving rise to the conflict of interest.

The Synergy Investments' conflict is managed by the conflicted directors and shareholders not participating in any discussions, negotiations, or decisions relating to the selection of Synergy as a product provider.

Your adviser will disclose this if this is applicable in their situation.

One of our advisers has a conflict of interest concerning the provision of UK pension services due to a directorship and shareholding in i-Select. This is managed by not participating in any discussions, negotiations, or decisions relating to the selection of product providers.

Cambridge Partners reviews existing and potential conflicts regularly to ensure they do not impact our independence or advice.

## Complaints Handling and Dispute Resolution

If you have a problem, concern, or complaint about any part of our advice or service, please contact our Compliance Manager. An initial acknowledgement of receipt will be provided within 24 hours, unless outside of working hours. The Compliance Manager will then formally acknowledge the complaint within five working days, and then in good faith, try to resolve the matter as per our internal complaints process.

**Contact:** Compliance Manager, Cambridge Partners Ltd, PO Box 1378 Christchurch 8140

**Phone:** (03) 364 9119

**Email:** [complaints@cambridgepartners.co.nz](mailto:complaints@cambridgepartners.co.nz)

If we cannot agree on how to resolve the issue or decide not to use our internal complaints scheme, you can contact the Financial Disputes Resolution Service.

This service is independent and will cost you nothing, and will help us resolve any disagreements.

**Address:** Financial Disputes Resolution Service, Freepost 231075, PO Box 2272, Wellington 6140

**Phone:** 0508 337 337

**Email:** [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)

## Privacy/Data Collection

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

Details of our Privacy Policy can be found here: [cambridgepartners.co.nz/privacy-policy/](https://cambridgepartners.co.nz/privacy-policy/)

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## Finally

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