Garner Wealth Solutions

We help you understand investments

Our Disclosure of Service

Disclosure v12 11 June 2024

The services we provide

We provide advice to our clients across a wide range of financial planning areas. This means our financial advisers provide advice in relation to the following areas:

- Full financial planning and goal setting
- Investment planning
- Cash management and budgeting
- Retirement planning
- KiwiSaver
- Regular Savings
- Personal, business, and general insurance is provided on a referral basis.
- Will Writing

Products we can advise on

- Managed investments
- Direct shares and equities (bespoke investment plans)
- Fixed interest securities, Bonds and deposits
- Unit Trusts
- KiwiSaver Schemes

Product providers we may recommend

- Consilium NZ Ltd
- Synergy Investments
- Booster Investment Management Ltd.
- Generate Investment Management Ltd
- Milford Asset Management Ltd
- FNZ Ltd

Our fees and charges

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

Initial meeting

Whilst we do not charge for an initial meeting, we reserve the right to do so.

Where a consultancy fee is to be charged for this meeting, this will be disclosed to you during that initial meeting, or will have been disclosed prior to the meeting, and agreement obtained from you. This consultancy fee may be charged for specific complex areas where adviser expertise is needed e.g. Direct asset research. The fee will be based upon an hourly rate of $250 per hour (subject to GST). The actual rate disclosed to the client will depend upon the complexity of the advice required during that meeting and the expertise of the adviser involved.

Planning advice

For a comprehensive Financial Plan, Retirement Plan, Investment Plan, Insurance Plan, we will charge a fixed fee (subject to GST) for this planning and to provide a written report. An invoice is provided to you at the same time we provide your Plan (also known as a Statement of Advice) and will be required to be paid within 7 days. These start from $2500 upwards.

Ongoing charges

For ongoing advice, Garner Wealth Solutions Ltd will charge a fixed fee basis, or a percentage of the investment funds under management. All such fees are disclosed within your written Plan, which is specific and tailored to the advice provided to you. Your agreement is obtained for these fees to be charged before anything is implemented. These fees range from 1.00% to 1.50%.

Garner Wealth Solutions Ltd may receive commissions from Kiwisaver and Portfolio providers when they are established for you. These commissions vary depending upon the type of service and the provider of the product, these will be disclosed to you in your plan. Commissions may be disclosed in either dollars or as a percentage.

Some KiwiSaver Schemes pay fees to Garner Wealth Solutions Ltd, which will be disclosed to you within your plan, specific to the advice we recommend to you. Our Kiwisaver providers pay adviser fees up to 0.50% of the funds under management.

If there are other costs incurred in the process of providing our advice and services to you, e.g. incidentals such as travel costs, you may be liable for these however, we will discuss and agree any such additional costs with you prior to incurring them.

our duties and other information

Garner Wealth Solutions Ltd, and anyone who gives advice on our behalf, have duties under the Financial Markets Conduct Act in relation to the way we provide advice. We are advising under the Financial Adviser Provider Licence of Garner Wealth Solutions Limited.

The following is only a summary of the duties we have however, more information is available by contacting us, or by visiting the Financial Markets Authority website at https://www.fma.govt.nz

We are required to:

- Give priority to your interests by taking all reasonable steps to ensure our advice is not influenced by our own interests
- Exercise care, diligence, and skill, in providing you with our advice
- Meet the standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (which are designed to ensure 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 ensure we treat you as we should, and to give you suitable advice)
- We ensure that the financial advice we give is suitable for you. Having regard to the nature and scope of the advice.
- We consider your financial situation, needs, goals and risk tolerance.

conflicts of interest (if any)

Your interests are our priority, and we have an advice process that we follow to ensure we put your interests above our own. This means that our advice and all recommendations we share with you, are made on the basis of helping you achieve your goals as effectively and efficiently as possible, and that are based upon your circumstances and what is important to you.

All our financial advisers undergo training in relation to how to manage conflicts of interest.

All fees and commission are received by Garner Wealth Solutions Ltd, and not by the financial adviser individually. Our directors, who are financial advisers, and are 100% owners of Garner Wealth Solutions Ltd, receive shareholder drawings from the business. No additional incentives or bonus payments are made to any adviser. The Directors of Garner Wealth Solutions Ltd may receive a dividend should one be declared.

Garner Wealth Solutions Ltd has business relationships with various product providers. For personal and business insurance covers, these providers may pay commission to Garner Wealth Solutions Ltd (not the individual financial adviser) for any business that is set up for you. All such commission is disclosed to you in writing and agreed with you prior to establishing any cover on your behalf.

Garner Wealth Solutions Ltd has a Service Level Agreement with Consilium NZ Limited (Consilium). Consilium is a private company providing access to institutional pricing on investments, investment advisory research, client management systems and business mentoring and support services to financial advisers. We have chosen this relationship for the benefits that Consilium provide Garner Wealth Solutions Ltd and its clients. Garner Wealth Solutions Ltd is not 'tied' to Consilium and there are other investment providers that Garner Wealth Solutions Ltd advise on, alongside Consilium. The advice we provide is based upon your best interests, not that of Garner Wealth Solutions Ltd or its advisers. The relationship we have with Consilium, effectively allows us to provide you with access to some of the world's best investment solutions, which are evidenced based, low cost, robust and highly diversified.

Whilst we choose to have product and service agreements with various insurance and investment product providers, we manage any conflicts of interest by ensuring that we prioritise your interests above our own. The advice we provide is based upon an understanding of your goals, needs and circumstances, and providing recommendations which are based on research. We have a register for any conflicts of interest which allows us to actively manage any conflicts which arise with any of our financial advisers or with Garner Wealth Solutions Ltd.

Complaints handling and dispute resolution

- If you have a problem, concern, or complaint about any part of Garner Wealth Solutions Ltd service, please contact us in the first instance, so that we can address the situation immediately.
- You can make a complaint by emailing admin@garnerwealthsolutions.com or by calling 06 262 9186 or writing to us at 280 Main Highway, Otaki, 5512.

- Upon receiving a complaint, we make every effort to resolve your complaint at the earliest opportunity. We will consider it, following our internal complaints process:

- We may need to contact you for further information
- We aim to acknowledge your complaint within 2 working days
- We aim to resolve your complaint satisfactorily by providing you with a response within 10 days of receiving your complaint. If this is not possible, further communication may take place, either formally or by direct discussion with you
- If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact the Insurance & Financial Services Ombudsman. This service is free and will help us resolve any disagreements.

- You can contact the Insurance & Financial Services Ombudsman for free at

- Address: Level 8, Shamrock House, 79-81 Molesworth Street, Wellington 6011, NZ
  - PO Box 10845, Wellington, 6143
  - Telephone number: (04) 499 7612 or 0800 888 202
  - Email address: info@ifso.nz
  - Participant Number: 1004645

Reliability Information

As of the date of this disclosure document Garner Wealth Solutions has not had a complaint or has been the subject of civil or criminal proceedings and has not been involved in a crime involving dishonesty or been publicly disciplined. Whether in New Zealand or overseas.

Privacy Act 2020 and 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:

Our Financial Advisers

Andrew Grant Garner

Andrew is a Financial Adviser and he provides advice on behalf of Garner Wealth Solutions Ltd (GWS).

Andrew is registered with the Financial Services Providers Register (FSPR) (FSP104385)

Garner Wealth Solutions holds a class 2 Financial Adviser Provider Licence issued by the Financial Markets Authority (FMA) to provide financial advice services.

GWS is registered with the Financial Services Providers Register (FSPR) (FSP707292)

Contact details

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