



GENERAL INFORMATION

Lalit Bajaj, T/A Greenline Financial Solutions Limited (**GLFS**) is one of New Zealand's highly qualified and experienced mortgage and personal risk insurance adviser. GLFS commenced business on 1st January 2008 and has been successfully operating for more than 12 years. We have successfully arranged more than \$100 million of home loans/commercial loans and risk insurance for more than 250 clients since 2008.

What is my experience of financial services?

I have worked in the Insurance and Investment Industry since 1999.

- 1999-2001 as Corporate Finance Manager, New Delhi
- 2001-04 as Insurance Administrator with AIG, New Zealand
- 2004-06 as Financial Planner, Lexon Financial Planning, Auckland
- 2006-08 as National Agency Manager, AIG New Zealand
- 2008 –current as Adviser/Director, Greenline Financial Solutions

What are my Qualifications?

I have a bachelor's degree in economics from Delhi University and an MBA with specialisation in Finance and Investments from Griffith University (Australia). In year 2008, I also finished the Graduate Diploma in Financial Planning from Massey University, Auckland.

I also hold Level 5 Financial Services (residential Lending strand) as mandated by the FMA.

I keep my product knowledge up to date by attending all seminars, meetings, and all possible courses relating specifically to the products I sell.

Am I a member of any professional Industry body?

I am a member of the Financial Advice New Zealand (FANZ). As a condition of my Membership I adhere to the FANZ Code of Ethics and standards in all facets of my practice.

LICENCE STATUS

GLFS holds a Financial Advice Provider (FAP) licence (FSP1000027), issued by the Financial Markets Authority (**FMA**), to provide financial advice services.

GLFS conducts its business through its Director, Lalit Bajaj (FSP102104).

General information is also provided to customers through our newsletters, blogs and other digital publications.

Our Financial Advice Services

DUTIES OF INFORMATION

We have duties under the Financial Markets Conduct Act 2013 and the Code of Professional Conduct for Financial Advisers (Code) 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 is not materially influenced by our own interests.
- Exercise care, diligence, and skill in providing you with advice.
- Meet applicable standards of competence, knowledge, and skill under the Code.
- Meet standards of ethical behaviour, conduct and client care under the Code. These include duties to treat you fairly, act with integrity, give financial advice that is suitable, and take reasonable steps to ensure you understand the financial advice we provide and protect any financial information we hold about you.

NATURE AND SCOPE OF ADVICE

We help our clients with their lending and mortgage needs, and their personal risk insurance covers. The types of financial products we can help you with include the following:

- Home loans, including loans for first home buyers.
- Investment property loans
- Refinancing
- Business and Commercial loans
- Construction and home improvement loans
- Debt Consolidation
- Life Insurance
- Critical Illness and Trauma Insurance
- Total and Permanent Disability insurance
- Mortgage Repayment Cover
- Redundancy Cover
- Medical / Health Insurance
- Income Protection Insurance
- Business Protection Cover
- Key Person Insurance Cover

To help get the best deals for our clients and ensure our team is truly expert in the product options they advise on, we only work with a select number of product providers:

- For Mortgages, we work with Banks and Non-Bank Lenders such as Kiwi Bank ANZ, ASB, BNZ, Sovereign Home Loans, Heartland Bank, Resimac, Bluestone, Avanti Finance, Pepper Money, ASAP Finance, First Mortgage Trust, Prospa, DBR, Cressida Capital, MBG. The list of lenders may change from time to time.
- For Personal Risk insurance, we work with Personal Risk Insurance Providers such as AIA NZ, Cigna, Partners Life, Fidelity Life. The list of Personal Risk Insurance Providers may change from time to time.
- For Health Insurance, we work with Health Cover Providers such as NIB, AIA NZ, Partners Life. The list of Health Risk Insurance Providers may change from time to time.
- For Home/content/vehicle insurance we work exclusively with *Blanket Insurance* to provide house, car & contents Insurance via their digital application process. The insurance offered by Blanket is provided by The Hollard Insurance Company Pty Ltd. (Hollard). Administration of this insurance and claims handling services are managed by Ando Insurance Group Limited (Ando) on behalf of Hollard. Hollard is a licensed insurer in New Zealand under section 19 of the Insurance (Prudential Supervision) Act 2010. They are the only general insurance product provider that GLFS works with.
- In advising clients on personal insurances where they already have some cover in place, we will prefer existing insurance provider for further addition/increase of covers. However, if we feel we can get better terms from another provider, this will be completely disclosed so that there is no loss to you, our valued clients.
- We do not provide advice on existing whole of life or endowment policies, or on any form of savings or investment product outside of financing properties, so you will need to consult someone else if you would like advice on any of those products.
- We also do not provide advice on Investment, Legal, Accounting or Taxation matters

FEES, EXPENSES, OR OTHER AMOUNTS PAYABLE

We do not typically charge our clients any fees, expenses or other amounts for the financial advice and other services we provide. Instead, our services are paid for through the commissions and other payments we receive from the lenders we assist you to obtain financing from, and from the insurers whose policies we help you take out.

The following circumstances are the main exceptions to our no fees policy:

- 1. You decide not to take the loan arranged by us after it has been approved, or**
- 2. You refinance or pay off a loan within 27 months of taking it out, or**
- 3. You cancel a personal risk insurance policy within two years of cover commencing.**

Detailed information about the nature and level of fees will be provided to you when you receive financial advice from us. This information is also available upon request, free of cost.

CONFLICTS OF INTEREST AND COMMISSIONS:

We are committed to ensuring we provide financial advice that is impartial and delivers good outcomes for our clients.

To ensure that our financial advisers and nominated representatives prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations and other advice are appropriate for each client's goals and circumstances. All our financial advisers and nominated representatives undergo ongoing training about how to manage conflicts of interest.

GLFS reviews its compliance programme each year to ensure we are aligned with best industry practice.

GLFS receives upfront as well as on going commissions from the providers whose products we advise on i.e. the lenders we help you obtain finance from, and the insurers whose policies you take out with our assistance.

Sometimes banks and insurers we work with may also reward or recognise us for the overall business we provide them. For example, they may give us tickets to sports events or invite us to social functions or send us gifts.

They may also invite us to conferences or provide us with training, to help improve the quality of the services we provide.

All our financial advisers and nominated representatives are trained to work in the best interest of our customers. Therefore, our services generally do not come at a cost to you except in some circumstances as described above.

COMPLAINTS

If you are not satisfied with our services, you can make a complaint by emailing us at info@greenline.co.nz

or by calling us at 09 94855010/021882396.

When we receive a complaint, we will consider it and follow our internal complaints resolution process:

- If we can resolve your concerns to your satisfaction on the spot, we will do so. If not, we will contact you to acknowledge receipt of your complaint – usually within two working days of receiving your complaint, unless that is not practicable in the circumstances – and let you know how we intend to resolve it. Note that we may need to contact you to get further information about your complaint before we are able to resolve it properly.
 - We aim to resolve complaints within 10 working days of receiving them. If we cannot, we will contact you within that time to let you know we need more time to consider your complaint.
 - You will be contacted by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot resolve your complaint using our internal complaints resolution process, or if you are not satisfied with the way we have attempted to resolve your complaint, you can contact an external Government approved dispute resolution scheme provider. In our case it is Insurance and Savings Ombudsman (ISO).

ISO provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint to your satisfaction.

You can contact ISO by emailing

info@ifso.nz or use their online complaint form using this link

[IFSO | Make a Complaint](#)

Or call them on 0800 888 202

CONTACT DETAIL

Greenline Financial Solutions Ltd

Contact Person : Lalit Bajaj

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Email: [info@greenline.co.nz/](mailto:info@greenline.co.nz)

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FSPR No: 102104 (Lalit Bajaj)