

Trading Names: NZCU Steelsands
NZCU NZME
NZCU Marsden Point
NZCU Alliance
NZCU Employees

FSP Number: FSP 37128

Physical Address: Main Office C/o New Zealand Steel Ltd
131 Mission Bush Road, Glenbrook

Postal Address: Private Bag 92121, Victoria St West, Auckland, 1142

Telephone Number: +64 9 375 8868

Email Address: nzsakl.creditunion@bluescopesteel.com

This Disclosure Statement is prepared in accordance with the Financial Markets Conduct Act 2013 (FMCA) and was updated and is effective from 9 April 2021.

License status

Steelsands Credit Union Incorporated (us, we, or our) is registered on the Financial Service Provider Register (FSP 37128). We are a financial advice provider and we hold a Transitional Financial Advice Provider Licence (Licence) issued by the Financial Markets Authority to provide financial advice services.

We provide our financial advice service through our staff, who are our nominated representatives under the FMCA.

Conditions of our licence

We provide our financial advice service under our Licence in accordance with conditions specified by the Financial Markets Authority. We summarise these conditions as follows:

- We can provide our financial advice service (and our staff can provide financial advice) only in relation to the products and services set out below under the heading “Nature and Scope of our Financial Advice Service”
- We must maintain adequate records in relation to our financial advice service
- We must maintain an internal process for resolving complaints relating to our financial advice service
- We must meet our general reporting requirements under the FMCA

Nature and scope of our financial advice service

We (and our staff as our nominated representatives) can only provide financial advice on whether our products and services may be suitable for you. These products and services are our:

- Home loans, personal loans and overdrafts (consumer credit contracts)
- Transactional accounts, savings accounts and term deposits (debt securities)

Our staff can also advise you on a renewal or variation of the terms and conditions of any existing consumer credit contract or debt securities you hold with us.

Our staff cannot provide you with financial advice about the financial products or services from other providers.

Our staff can provide you with factual information about certain insurance and KiwiSaver products offered by third party providers with whom we have a relationship. However, we do not provide financial advice on these products.

Any financial advice provided to you by us will only consider the information you have given us about your STE36112 9339167.3

Financial Advice Disclosure Statement (Public Version)**Name of Financial Advice Provider****Steelsands Credit Union Incorporated**

particular needs and circumstances.

If you do not provide us with the information we request, or if you provide incorrect or incomplete information, our staff may not be able to provide you with any financial advice or the financial advice they give may not be appropriate for your needs.

Fees, expenses or other amounts payable

We do not charge fees, expenses or any other amounts for any financial advice provided by our staff.

If you do decide to use Steelsands Credit Union products or services, fees may be payable on those products and services. Information relating to fees is available in-branch, on the relevant website (nzcusteelsands.co.nz, or nzcuemployees.co.nz) and on the Offer Register at disclose-register.companiesoffice.govt.nz.

Where our staff recommend our products or services, they will inform you of all the costs of those products or services.

Conflicts of interest and incentives

- Our staff are paid salary or wages, and do not receive any commissions, bonuses or other incentives in relation to the financial advice they give on our behalf.
- We take all reasonable steps to ensure that the financial advice you receive is not materially influenced by our own interests or interests of our staff.
- Our staff follow an advice process that ensures recommendations made by us are suitable to the member. We have processes in place to monitor and review the financial advice provided.
- Our staff undergo annual training about how to manage conflicts of interest, and their obligations and duties when giving financial advice.
- We maintain a conflicts of interests policy, which includes a requirement for our staff to disclose any conflict of interest.

What should you do if something goes wrong?

We are committed to providing the best possible service to our members every day. If you have a problem, concern, or complaint about any part of our service, please tell us so that we can try to fix the problem.

You can let us know by:

- Visiting your nearest branch to speak to one of our friendly team
- Calling 0508 69 28 48
- Completing and submitting the feedback form on our website
<https://www.nzcusteelsands.co.nz/contact-us/complaints>

When we receive your complaint, our internal complaints process will be engaged.

Where reasonably possible, we will seek to resolve your complaint to your satisfaction at the first point of contact.

If this is not possible, we will acknowledge your complaint in writing and provide you with information about our internal complaints process within two working days or, if not practicable to do so, as soon as practicable after.

We will then consider your complaint and, if necessary, investigate it. We will handle your complaint in a fair, transparent and timely manner. You will be contacted if we require more information.

The person who receives your complaint will typically be the person who investigates the complaint, escalating to a manager if appropriate.

We aim to respond to your complaint within five working days after acknowledgement, but we will contact

you if we require a longer period.

You will receive our response by email, telephone or letter (whichever is the appropriate medium). Our response will inform you of the decision we have made with respect to your complaint, including explaining our reasons and detailing any action taken.

Dispute resolution service

If our internal complaints process does not resolve your complaint to your satisfaction, you have access to a free independent dispute resolution service. This service may help investigate or resolve your complaint. You can contact Financial Services Complaints Limited (FSCL) at:

Postal Address: P.O. Box 5967, Wellington 6145

Email: info@fscl.org.nz

Telephone: 0800 347 257

Fax: 04 472 3728

Website: www.fscl.org.nz

Our duties

We, and our staff who give financial advice on our behalf (our nominated representatives), have duties under the FMCA relating to the way that we give advice. We are required to:

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

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/>.