

DISCLOSURE GUIDE

Licensing information

Greg Trask Financial Services (2013) Limited (FSP706811), trading as Car Finance.

Our contact details

Phone: 0800 397 000
Address: 22 Kings Crescent, Lower Hutt 5010
Email: greg@carfinance.co.nz
Website: www.carfinance.co.nz

Nature and scope of service

Greg Trask Financial Services (2013) Limited specialise in providing financial and transactional solutions in relation to Asset Finance. We help you on your asset buying journey with our goal being to help you from start to finish. With our personalised approach and comprehensive services we can offer you financing for all types of vehicles and situations.

- Motor vehicle finance, leasing and insurance.
- Marine finance, including jetskis.
- Business machinery finance.
- Motor vehicle mechanical protection.
- Loan repayment insurance.
- More than 30 years experience.

Our Duties

Greg Trask Financial Services (2013) Limited have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice and assess your needs.

We are required to:

- Give priority to your interests;
- Exercise care, diligence, and skill;
- Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Services
- Meet standards of ethical behavior, conduct and client care set by the Code of Professional Conduct for Financial Services.

Fees and expenses

Greg Trask Financial Services (2013) Limited have general fees that are applied to any successful lending application. Some of these fees include and are outlined in your loan contract;

- Documentation fee for facilitating the loan
- Personal Property Security Register fee
- Monthly admin fee

Any exceptions to this general position will be explained to you.

Complaints Process

If you are not satisfied with our services, please tell us as soon as possible.

Call: 0800 397 000
Email: greg@carfinance.co.nz
Write to: PO Box 30417, Lower Hutt, Wellington 5014

When we receive a complaint

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 14 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint
- We will contact you by phone, email or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, you can contact our external disputes resolution scheme, Financial Services Complaints Ltd. Financial Services Complaints Ltd provides a free and independent dispute resolution service that may help to resolve your complaint.

To contact Financial Services Complaints Ltd:

Call: 0800 347 357 or 04 472 3725

Email: info@fscl.org.nz

Write to: PO Box 5967, Lambton Quay, Wellington 6145