

## Company and Adviser details

- Name of Company : Thorner Investment Services Ltd, is a Financial Advice Provider (FAP), licensed and regulated by the Financial Markets Authority to provide financial advice. Thorner Investment Services Ltd Financial Services Provider (FSP) number is 121545
- Name of Adviser : Peter John Masterton West is the sole adviser under the Thorner Investment Services Ltd FAP licence. Peter's Financial Service Provider (FSP) number is 64081

### **You can contact us at:**

- Physical address : 22-26 Main Street, Upper Hutt
- Postal address : PO Box 40-190, Upper Hutt 5140
- Phone : 04 939 2902
- Cell : 027 266 2023
- Email : [peter@thorner.co.nz](mailto:peter@thorner.co.nz)
- Website : [www.thorner.co.nz](http://www.thorner.co.nz)

## Nature and Scope of financial advice services

### **Nature of advice**

Thorner Investment Services Ltd follow an internationally recognised six step advice process that involves:

- Establishing the areas of advice for the current engagement (Scope of Service and Engagement) by meeting in person
- Questioning and discussion about your needs and objectives (Needs Analysis)
- Further analysis and research by me and designing a solution to match your needs
- Preparing a written report for you (Statement of Advice)
- Presenting my recommendations to you in person and implementing any agreed solutions
- Reviewing these solutions and strategies in person on a regular basis

### **Scope of advice and range of services**

- Investment strategies (strategic asset allocation and investing)
- KiwiSaver investment strategies and retirement planning

### **Products we can advise on:**

- Custodial Investment Platforms
- Managed Investment Schemes
- KiwiSaver Schemes
- Superannuation Schemes

### **Our product providers**

Thorner Investment Services Ltd works with a group of well-established suppliers with whom we have contractual relationships. This means that we have a close working relationship with these companies and often talk directly to the actual people who manage your investments, people like the investment fund managers. That way we can provide a great level of service and help you get the right results. Thorner Investment Services Ltd has no contractual obligation to place a certain percentage of business with any of our suppliers.

### **Investment product providers**

ANZ Investments (NZ) Ltd  
Select Wealth Management Ltd  
Synergy Investment Programme  
Booster Investment Management Ltd  
Lifetime Asset Management  
Milford Asset Management  
AIA (NZ Ltd)  
Asteron Life  
Fidelity Life

### **KiwiSaver product providers**

AMP (NZ) Ltd  
ANZ Investments (NZ) Ltd  
Booster Investment Management Ltd  
Fisher Funds  
Milford Asset Management

We cannot provide you with any advice on products from providers other than those that are listed here.

## Fees

For investment advice Thorner Investment Services Ltd may charge a fee of up to \$1,000 (plus GST) for the advice provided to a client. The nature and total amount of this fee will be disclosed to you by your Adviser before we proceed. Any fee charged for investment advice provided will be payable by the client by the 20<sup>th</sup> of the month following when the Statement of Advice is provided to the client.

Thorner Investment Services Ltd will charge an adviser service fee of up to 1% pa (plus GST) of the investment portfolio balance. The adviser service fee charged will be disclosed to you by your Adviser before we proceed. Any adviser service fee charged will be payable by the client on the first business day of each month through an automatic deduction through the client portfolio cash holding account.

Other fees such as custodial fees and annual investment management fees will be fully disclosed before proceeding with any advice given.

Peter West does not receive any fees as he is remunerated as an employee, shareholder and director of Thorner Investment Services Ltd primarily by a monthly salary. As a shareholder he may receive dividends.

## Conflict of interest (if any)

### Identified conflict of interest:

**Denis Thorner is a Director of Thorner Investments Service Ltd but does not personally offer any financial advice through the Thorner Investment Services Financial Adviser Provider licence. He is also a Director of Thorner Financial Services Ltd, Thorner General Insurances Ltd and Thorner Finance Ltd. These are all separate entities. We manage any potential conflict of interest by ensuring that your information, personal and contractual, is not shared with any other entity within the Thorner Group unless you specifically request another service that the Thorner Group can provide and agree to your information being forwarded to the relevant entity for this purpose.**

Thorner Investment Services Ltd receives all commissions and client fees that are generated by Peter West. Peter West is remunerated as an employee, shareholder and director of Thorner Investment Services Ltd primarily by salary. As a shareholder in Thorner Investment Services Ltd he may also receive dividends.

Thorner Investment Services Ltd may receive commissions from the providers on whose products we recommend, and you take out. The amount of commission is based on the value of the investment balance at the end of every month. More detail is provided at the time our advice is given.

There is no contractual requirement, quota or agreement in place for Thorner Investment Services Ltd to recommend certain supplier products or services.

Thorner Investment Services Ltd are here for our clients and to advise you as best we can. Your interests are our priority although we do have business relationships with product providers also.

We manage these conflicts of interest by ensuring that we prioritise your interests above our own. The advice we provide is based on understanding your goals and circumstances and providing recommendations which are based on research.

From time to time, we may receive certain non-monetary benefits from product providers. This could include but not limited to gratuities such as a bottle of wine at Christmas time, a free calendar, pen or book, the occasional luncheon, drinks after a briefing session, invitations to sporting events, subsidised professional development, discounted training courses or office supplies, etc.

Thorner Investment Services Ltd undertake a compliance audit, and a review of our compliance programme annually by a professional compliance adviser. Thorner Investment Services Ltd maintains a register of conflicts of interest and any gifts received.

## Complaints process

If you are not satisfied with our financial advice service, you can make a complaint by emailing Peter West on peter@thorner.co.nz or by calling: 04 939 2902. You can also write to us at: PO Box 40-190, Upper Hutt 5140.

When we receive a complaint, we will consider it following our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it.
- We may need to contact you to get further information about your complaint.
- We will respond and acknowledge any complaint within 2 working days and aim to resolve complaints within 10 working days of receiving them. If we cannot, we will let you know we need more time to consider your complaint.
- We will contact you by phone or email 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, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme – The Insurance & Financial Services Ombudsman. This service will cost you nothing and will help us resolve any disagreements. You can contact The Insurance & Financial Services Ombudsman at:

**Physical address:**

IFSO Scheme Inc.  
Level 8, Shamrock House  
79-81 Molesworth Street  
Wellington 6011

**Telephone number:** 0800 888 202

**Postal address:**

IFSO Scheme Inc.  
P O Box 10845  
Wellington 6143

**Email address:** [info@ifso.nz](mailto:info@ifso.nz)

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

## Duties and Obligations

Thorner Investment Services Ltd, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

- Ensure you understand the nature and scope of service you ask me to provide.
- Provide an advice service that is relevant to this scope of service and suitable to your circumstances and needs.
- Listen to your needs, concerns, preferences and to treat you fairly and with respect.
- Act with integrity and 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 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 make sure we treat you as we should and give you suitable advice).
- Ensure you understand my advice and recommendations and any associated risks.
- Keep you informed along the way and communicated in a timely, clear, and effective manner.

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>.

*This information is available on request and free of charge.*

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Cell: 027 266 2023

email: [peter@thorner.co.nz](mailto:peter@thorner.co.nz)  
website: [www.thorner.co.nz](http://www.thorner.co.nz)

# Important information about Peter West Financial Adviser

## Adviser details

Name of Adviser : Peter John Masterton West is the sole adviser under Thorner Investment Services Ltd FAP. Peter's Financial Service Provider (FSP) number is 64081

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## About Peter West

I am a Financial Adviser. I am an employee, shareholder and director of Thorner Investment Services Ltd (FSP121545), a licensed Financial Advice Provider (FAP). The licence is issued by the Financial Markets Authority (FMA), the government agency that monitors financial advisers, and means I have been authorised by the FMA to provide a financial advice service to you.

## Qualifications

I hold the following qualifications:

- I have the Graduate Diploma in Business Studies (Endorsed in Personal Financial Planning)
- I have the New Zealand Stock Exchange Diploma.

I keep my qualifications up to date by:

- Meeting the mandatory number of continuing professional development hours as per the continuing professional development guidelines issued by Financial Advice New Zealand.
- Attending various courses, workshops and webinars organised by Accredited Training Organisations
- Attend industry conferences.
- Accessing comprehensive investment research from a number of sources.

## Experience

During my time as an adviser:

- I have worked in the financial services industry since February 1990.
- I have been employed by Thorner Investment Services Ltd since November 2010.
- I am also a Director and shareholder in Thorner Investment Services Ltd.

## Professional memberships

I am a member of Financial Advice New Zealand and as a condition of my membership I adhere to their Code of Ethics and Practice Standards in all facets of my practice.

## Duties information

As a Financial Adviser I have duties under the Financial Markets Conduct Act 2013 relating to the way that I give advice. I am required to:

- Listen to your needs, concerns, preferences and to treat you fairly and with respect.
- Act with integrity and 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 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 make sure we treat you as we should and give you suitable advice).
- Ensure you understand my advice and recommendations and any associated risks.
- Keep you informed along the way and communicated in a timely, clear, and effective manner.