What is the Westpac NZ QFE Group and what does it do?

Westpac New Zealand Limited (Westpac) is a Qualifying Financial Entity (QFE) for the purposes of the Financial Advisers Act 2008 (Act) and, together with its associated entities, Westpac Banking Corporation (WBC), Westpac Life-NZ-Limited and BT Funds Management (NZ) Limited (BTNZ), forms the Westpac NZ QFE Group (QFE Group).

The QFE Group takes responsibility for the financial adviser services provided by certain QFE Group employees (known as QFE advisers) and maintains procedures to meet its obligations under the Act.

This disclosure statement provides important information which should help you decide which financial adviser to choose.

What financial adviser services does the QFE Group provide and which financial products do these services relate to?

The QFE Group mainly provides financial adviser services in relation to QFE Group financial products. The QFE Group may also provide financial adviser services in relation to third party products. The QFE Group may provide financial adviser services to you through a QFE adviser or an Authorised Financial Adviser (AFA). Where a QFE adviser is unable to provide you with the financial advice you need on a particular product, your QFE adviser will inform you of this and refer you to an AFA within the QFE Group who has the specialist skills and training necessary to provide you with financial advice on the relevant product. A copy of each QFE Group AFA’s disclosure statement is available on request and free of charge.
promotions, also require staff to meet quality and compliance standards. The QFE Group’s recognition schemes operate with a quality overlay of risk and compliance standards, whereby all results are verified and signed off by respective Business Unit Leadership teams.

What should you do if you have a problem or complaint?

If you have any concern or problem, whatsoever, let us know, and we’ll do our best to resolve it right away. You can do this:
- in person at a branch (a branch locator tool can be found online at westpac.co.nz/redpages);
- by phone (on 0800 400 600); or
- online (at westpac.co.nz/feedback).

If we cannot agree how to resolve the issue, you can contact the Banking Ombudsman Scheme:

Phone 0800 805 950
Email help@bankomb.org.nz
Address Banking Ombudsman
Freepost 218002
PO Box 25327
Featherston Street
Wellington 6146

Who licences and regulates us?

The QFE Group is licensed and regulated by the Financial Markets Authority (FMA) for its financial adviser services. The FMA can be contacted through its website at fma.govt.nz

You can obtain information about financial advisers from the FMA and can report information about the QFE Group or its advisers to the FMA. You can check the status of the QFE Group and find information about whether other entities are members of the QFE Group on the Financial Service Providers Register at fspr.govt.nz

Westpac is also licensed by the FMA as a provider of DIMS in New Zealand. BTNZ is licensed by the FMA as a manager of registered managed investment schemes. WBC is licensed by the FMA as a derivatives issuer in respect of regulated offers of derivatives.

Westpac Life-NZ-Limited is licenced by the Reserve Bank of New Zealand (RBNZ) under the Insurance (Prudential Supervision) Act 2010 to carry on insurance business in New Zealand.

Westpac and WBC are registered banks and are each licensed by the RBNZ to provide banking services in New Zealand.
How to contact us?

Address   Westpac on Takutai Square
           16 Takutai Square
           Auckland 1010
           New Zealand

Phone      0800 400 600

Email      Alternatively, you may complete the email form online
           at westpac.custhelp.com/app/ask

This disclosure statement was prepared on 30 March 2017.