

BC Partners Retail Investor Disclosure Statement

BCP Group Limited (trading as BC Partners) is a registered financial services provider (FSP715671) and holds a financial advice provider licence issued by the Financial Markets Authority in accordance with the Financial Markets Conduct Act.

BC Partners will provide financial advice directly to you or through financial advisers employed by us to give financial advice on our behalf.

Nature and Scope of the advice we provide

BC Partners and our financial advisers provide financial advice to help clients achieve their investment goals and objectives through portfolios investing in a range of investments and services, including:

- Listed and unlisted equities (domestic and international)
- Fixed interest
- Alternative assets and investment vehicles
- Property (excluding direct property)
- Managed funds
- financial products (as defined in the Financial Markets Conduct Act 2013)

We do not provide advice on other financial planning issues such as insurance, taxation, legal or regulatory advice, estate planning, direct property or asset protection. In addition, BC Partners and our financial advisers do not provide financial advice in relation to any financial products for which we do not have an adequate basis for providing advice.

For clients engaging BC Partners, once you choose the services you want us to provide we will provide engagement documents with various information and acknowledgements outlining the full nature and scope of the services we agree to provide to you and the fees payable in connection with the services.

Fees and Expenses

BC Partners charges fees in relation to the services we provide.

For our Portfolio Service, which is the main service offering of our firm, fees are charged on a funds-under-management basis (involving the regular deduction of a percentage-based fee from the client's investment portfolio) plus an upfront implementation fee.

We may from time to time provide ad hoc financial services where we charge fees on an hourly rate basis or some other basis that would be discussed and agreed with you before undertaking the work.

When providing our Portfolio Service all assets will be held by an independent custodian and they will charge fees for this service.

Irrespective of the service provided all relevant fees charged by BC Partners and the custodian will be disclosed in the engagement documents.

When investments are made with third party providers, such as fund managers, these investments will incur fees and expenses. BC Partners will disclose all relevant fees in the engagement documents.

Conflicts of Interest

We manage and structure our business, and remuneration, to avoid conflicts of interest. We recommend investments that we believe are in the best interests of our clients and are suitable for their needs. We have no contractual relationships with any product providers that requires our advisers to place business with them.

We have a policy of not partaking in, or accepting, investment commission or 'soft dollar' incentive schemes. From time to time, we may receive business support services from suppliers, which may include training and educational assistance, or sporadically receive merchandise (such as golf balls, wine, pens or similar items of no significant value) or the occasional meal.

We currently employ two financial advisers who are also the only directors and shareholders of the business. They are remunerated via a salary and any profit that may exist after paying the expenses of the business.

What Are Our Obligations?

As a Licensed Financial Advice Provider, we must comply with the Code of Professional Conduct for Licensed Financial Advice Providers (The Code) We also have other obligations under the Financial Services Legislation Amendment Act 2020 (including regulations made under that Act), the Financial Markets Conduct Act.

Complaints

If you are not satisfied with our financial advice services, you can make a complaint by emailing info@bcpartners.co.nz, or by calling +64 9 390 5991. You can also write to us at PO Box 458, Shortland Street, Auckland 1140.

When we receive a complaint:

- We will consider your complaint and let you know how we intend to resolve it. Where possible we will 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 10 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 resolve your complaint, or you are not satisfied with the outcome of our internal process, you can contact Financial Services Complaints Limited (FSCL).

BC Partners is a member of FSCL which 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 FSCL by emailing complaints@fscl.org.nz, or by calling 0800 347 257 (free phone). You can also write to them at PO Box 5967, Lambton Quay, Wellington 6145.

Duties

BC Partners and our financial advisers have duties under the Financial Markets Conduct Act 2013 and the Code of Professional Conduct for Financial Advice Services (Code) in relation to giving financial 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 or any of our financial adviser's or related parties' 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.