



Here are a few things about the service that we offer.

Who are we?

Mortgage Sure is the name of the business in which Ben Graham and Mark Davenport use to provide advice.

Mortgage Sure was set up in January 2009 by Mark Davenport to provide Mortgage solutions.

Mark Davenport trades as WYD Holdings Ltd
Ben Graham trades as Opua Bay Ltd

Mark and Ben bring a wealth of experience in the arrangement of mortgage and finance needs. Nearly 12 years since the business' inception, the team has grown considerably.

Mortgage Sure's main aim is to help customers achieve their goals and make their money go further. Whether that is owning property, refinancing or renovating.

At Mortgage Sure we offer impartial advice to our clients in relation to financing of property across a large number of bank lenders and some non-bank lenders, depending on the needs of the client.

Scope of service:

The advice we give at Mortgage Sure, aims to make the financial process easier. You will receive expert advice from either Mark Davenport or Ben Graham who will provide you with advice and insight that will assist you in making your decision.

When purchasing a property, renovating or refinancing it is a big commitment. Ben and Mark at Mortgage Sure aim to provide you with all the information in a way in which you can understand. This enables you to make informed decisions about the right provider and structure for your needs.

The scope of service we offer does not stop after settlement. We endeavour to stick with you along your financial journey, touching base when your rates need reviewing and being there if you need another loan, or if you want to invest, sell your property and buy another, or even if you're thinking of buying a new car for the family.

How we get paid:

Both Ben Graham and Mark Davenport get paid a single 'upfront' commission (a percentage of the loan facility), an ongoing trail commission (percentage of the loan facility), or a mixture of both. This is paid to Mark Davenport at WYD Holdings Ltd or Ben Graham at Opua Bay Ltd when arranging finance for a client.

Both Ben Graham and Mark Davenport get paid a single upfront commission (a percentage of the commission paid to the advisor that provided insurance for the client) when referring a client to insurance brokers that they have working relationships with. Mark Davenport and Ben Graham only get paid if and when a client takes out an insurance policy with the advisor they referred to.

Clawbacks (Mortgage Repayment Commissions):

If a home loan is repaid within 28 months of your mortgage settlement, Ben Graham or Mark Davenport will have to repay some of the 'upfront' commission received.

This has to be repaid to the Lender. This is known as 'commission clawback'. If Mark Davenport or Ben Graham is charged with a commission clawback, due to early repayment of the home loan arranged for you, then Mark Davenport or Ben Graham will ask you to repay them the commission that has become repayable to the Lender, to a maximum of \$2,500.00* (incl GST), as cost recovery for the service provided.

*Any such fee is calculated based on a rate of \$250 (plus GST) per hour of my time spent providing financial advice to you in connection with the applicable loan. The fee Mark Davenport or Ben Graham will charge you will not exceed the amount of commission they have to repay to the lender.

You will be invoiced for any one-off fee and will be given 30 days to make payment.

The above cost recovery only applies if Ben Graham or Mark Davenport is not given the opportunity to arrange the refinance.

There will be no fee payable if:

- Mark Davenport or Ben Graham was given the opportunity, but was unable to get a subsequent finance approval
- An upfront fee was agreed and paid by the Client when the mortgage was originally drawn and no commission was received. This would be the case with most short term loan contracts.
- In Ben Graham or Mark Davenports opinion, the early repayment of the mortgage was driven by an exceptional change of circumstance for the Client

Privacy Act:

Any information that you provide to either Ben Graham or Mark Davenport, either verbally or in writing, stays secure and confidential. So if you want access from them to any information you have provided, then all you need to do is ask. You have the right to ask them to correct any information they hold on you, if you believe it is incorrect. The information provided by you will be used by Mark Davenport or Ben Graham for the purpose of providing advice to you and may also be used by any Lender when referring to them on your behalf, so as to obtain the best recommendations for your finance. We may release information to other professionals, such as solicitors, accountants, finance brokers or financial planners, when such services are required to complement this advice and as required.

Queries or Questions:

If you have any questions about the above information please email or call us on:

Mark Davenport

Phone: 027 494 0162

Email: mdavenport@mortgagesure.co.nz

Or

Ben Graham

Phone: 02088555

Email: bgraham@mortgagesure.co.nz