

Mutual Credit Finance Ltd (MCF) Fair Conduct Programme Summary

About us

MCF has been providing finance and investment solutions to individuals and businesses throughout New Zealand since 1956. Throughout this time, we have committed to ensuring fair treatment for our people, customers and stakeholders. To help us uphold this commitment, we have a Fair Conduct Programme (FCP) in place, including policies, processes, systems and controls.

This FCP Summary sets out the key matters of MCF's Fair Conduct Programme to assist customers to:

- a) be aware of how we will comply with the fair conduct principle,
- b) make informed decisions about dealings and interactions with us in relation to the relevant services and associated products that we provide, and
- c) understand how to make a complaint about those relevant services and associated products.

Why we established our FCP

The Financial Markets Amendment Act 2022 has an overarching principle that 'financial institutions must treat consumers fairly'. This fair conduct principle gives financial institutions guidance on how to deliver fair customer outcomes. As a financial institution licensed by the Reserve Bank of NZ and the Financial Markets Authority, MCF is required to establish, maintain, and implement an FCP which outlines how we maintain appropriate conduct towards customers in our business.

Governance and oversight of our FCP

Our FCP is approved by the MCF Board and monitored by the Board and senior management to ensure fair treatment of our customers. Ongoing monitoring and reporting activities are undertaken to assess the effectiveness of our FCP, ensuring it aligns with the fair conduct principle.

How we distribute our products and services

Our term deposit products are distributed directly via our website, phone and email. We also have an arrangement with selected licensed financial advisers who follow a Code of Conduct under the Financial Advice Provider licensing requirements that allows their clients to choose our term deposit products. Incentives for distributing our products are outlined in contractual agreements with the financial advisors directly.

Our lending products are distributed directly by our website, phone and email., with no agents authorised to act for MCF. Professional advisors and selected brokers may introduce clients seeking finance to MCF, however they are not acting as agents of MCF, rather are engaged directly by the client.

How we review and monitor our products and services

Periodic monitoring is conducted to ensure products and services align with the fair conduct principle. Any deficiencies are reviewed and remedial action taken as approved by senior management and/or the MCF Board.

How we train and oversee our people

All MCF staff have the skills and experience for their roles and are provided ongoing support through induction processes, on-the-job training and supervision. Our people receive regular in-depth training including dedicated sessions on our FCP.

How we identify, monitor and manage conduct risks

Our compliance plan outlines regulatory obligations with designated persons accountable to oversee compliance with these obligations. Reporting to the MCF Board is completed regularly including in respect of the FCP and any complaints, the outcome of these and any remedial action.

How we communicate with our clients

We communicate with our clients via phone, letter and email while our website and social media platforms allow us to reach out more broadly.

All advertising, marketing and disclosure materials are subject to a review and approval process before being released.

How long do we keep your personal information

We will not retain personal information for longer than is required for the purposes for which the information may lawfully be used or for the purpose of discharging our obligations under relevant applicable legislation.

How we manage complaints and conflicts

You can contact a member of our team to raise any concerns directly. All complaints are recorded and reported to senior management as appropriate.

Complaints that require a formal response are reviewed by senior management. If we can't resolve your complaint internally, you can escalate your complaint to our external dispute resolution scheme. Employees can raise concerns with senior management or with members of the Board.

If things go wrong, we make it right

We carry out regular monitoring and analysis to identify areas where customers are at risk of not receiving a fair outcome. When things go wrong that have a customer impact, we will:

- contact impacted customers to let them know,
- take steps to stop ongoing harm,
- make it right.
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We proactively manage complaints

We address complaints fairly, consistently, and in a timely manner. We regularly review complaints to identify any themes or patterns to identify root causes and, where applicable, fix the issue.

COMPLAINT PROCESS

If you believe we have managed your relationship or application unfairly, please raise your issue or complaint with us, and ideally advise us how you would like it to be resolved.

In the first instance please call us at 03 968 8800, email info@mcf.co.nz or post to Mutual Credit Finance, PO Box 130178, Christchurch, 8140.

We will investigate all allegations of unfair conduct and respond in writing within 2 working days, acknowledging your issue or complaint. In some instances, further information may be sought, however we will update the process to date and outline next steps being taken.

Sometimes we just can't agree. If the matter is not resolved to your satisfaction, you have the option of seeking resolution through an independent dispute resolution process. MCF is a member of The Insurance and Financial Ombudsman Scheme (ISO), an approved external disputes resolution scheme pursuant to the Financial Service Providers (Registration and Dispute Resolution) Act 2008. You can contact the ISO scheme directly using the details below:

Website: www.ifso.nz Phone: 0800 888 202 Email: info@iombudsman.org.nz

Our Financial Service Provider (FSP) participant number is FSP31821.

Mutual Credit Finance Limited offers deposit investments and makes business loans. It is not an investment or financial adviser and lending criteria applies to all loans.