

#### OFFER OF UNITS IN THE CFML MORTGAGE FUND

### **PRODUCT DISCLOSURE STATEMENT**

Issuer: Conrad Funds Management Limited Effective Date: 18th March 2024

This is a replacement PDS, which replaces the PDS dated 5 October 2023. This document gives you important information about this investment to help you decide whether you want to invest. There is other useful information about this offer at disclose-register.companiesoffice.govt.nz. Conrad Funds Management Limited has prepared this document in accordance with the Financial Markets Conduct Act 2013. You can also seek advice from a financial adviser to help you to make an investment decision.

## **1. KEY INFORMATION SUMMARY**

#### What is this?

This is a managed investment scheme. Your money will be pooled with other investors' money and invested in various investments through investing in shares in CFML Lending Limited (CFML Lending). Conrad Funds Management Limited (CFML, the Manager, we, us or our) will invest your money and charge you a fee for its services. The returns you receive are dependent on the investment decisions of CFML and the performance of the investments. The value of those investments may go up or down. The types of investments and the fees you will be charged are described in this document.

# What will your money be invested in?

This PDS is an offer of units in the CFML Mortgage Fund (the Fund). The Fund is established within the Conrad Investment Scheme (the Scheme).

#### Who manages the Scheme?

Conrad Funds Management Limited is the manager of the Scheme. See Section 7 "Who is involved?" for further details.

#### What are the returns?

The returns on your investment will come from any quarterly distributions you receive and any change in the unit price of the Fund. The returns you receive from the Fund depend on the amount of distributions paid by CFML Lending to the Fund.

See Section 2 "How does this investment work?" for further information.

## How can you get your money out?

Investments from the fund are redeemable.

Withdrawals from the Fund are subject to certain lock in periods from the date of investment.

Subject to the lock in periods and the minimum withdrawal and investment amounts, withdrawals may be made at the end of each calendar quarter, provided at least 45 days' notice is provided.

We may redeem investments from the Fund (at our discretion) on notice to you if cash levels are above or at the higher end of the target asset allocation range for the Fund in the SIPO.

See Section 2 "How does this investment work?" under the heading "Withdrawing your investment" for more information.

Your investment in the Fund can be sold but there is no established market for trading these financial products. This means that you may not be able to find a buyer for your investment.

# How will your investment be taxed?

The Fund is a portfolio investment entity.

The amount of tax you pay in respect of a PIE is based on your prescribed investor rate (PIR). This can be 0%, 10.5%, 17.5%, or 28%. See section 6 of the PDS "What taxes will you pay?" on page 13 for more information.

# Where can you find more key information?

CFML is required to publish quarterly updates for the Fund. The updates show the returns, and the total fees actually charged to investors, during the previous year. The latest Fund updates are available at <u>www.cfml.nz</u>. We will also give you copies of those documents on request.

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Fund Description of the Fund and investment objectives	und	Risk indicator				Annual fund charges (% per annum) - estimated			
CFML Mortgage Fund The Fund invests solely shares in CFML Lending CFML Lending then ent into loans predominant secured by first rankin mortgages over residential freehold apartments (excluding serviced apartments) a other residential freeho properties (including houses, townhouses, units, terraced houses, bare land and rural lifestyle properties) in New Zealand ( <b>Mortgages</b> ), and in or call and short term deposits at a New Zeal registered bank. <sup>1</sup> The Manager aims to provide investors with investment returns over the medium term (i.e. to 5 years) equal to th return objective of the Fund (90 Day Bank Bil Rate plus 2.5% p.a.). <sup>2</sup>	g. ers tly g and bld on- and er 3 e	Lower risk 1 2 Potentially low This fund of volatili	has a		5 Potentiall to me	6 y higher	Fund charges: 1.82% A break fee may be payable in the event we, in our sole discretion, allow you to withdraw your investment from the Fund during the lock-in period which applies to your investment. See Section 5 "What are the fees?" for further information.		

See Section 4 "What are the risks of investing?" for an explanation of the risk indicator and for information about other risks that are not included in the risk indicator. To help you clarify your own attitude to risk, you can seek financial advice or work out your risk profile at <u>sorted.org.nz/tools/investor-kickstarter</u>.

<sup>1.</sup> While the Manager's current intention is to invest (through CFML Lending) only in first ranking mortgages, the Manager may, from time to time in exceptional circumstances, invest funds held in CFML Lending in loans secured by both first and second ranking mortgages (such as where CFML Lending registers a first ranking mortgage over a residential property acquired by a borrower, but the borrower also has an existing property in New Zealand, and in addition to the existing first ranking mortgage registered over that property by another lender, a second ranking mortgage is registered over that property by CFML Lending as security for the loan CFML Lending is making to the borrower).

Further information on the Fund's return objective can be located in the Statement of Investment Policy and Objectives (the SIPO) or Section 7: Return Objective of the Other Material Information document held on the Fund's Disclose Register entry at <u>disclose-register.companiesoffice.govt.nz</u>.

<sup>3.</sup> See Section 5 "What are the fees?" for further information.

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## 2. HOW DOES THIS INVESTMENT WORK?

#### How your money is invested?

This PDS is an offer of units in the Fund. The Fund is established under the Scheme, which is governed by a governing document (Governing Document). Your units represent your proportionate interest in the Fund's net assets, but do not give you legal ownership of those assets.

The money you invest in the Fund is pooled with the money of other investors, held in trust and invested solely in shares in CFML Lending.

CFML Lending then enters into loans predominantly secured by Mortgages, and in on-call and short term deposits at a New Zealand registered bank.<sup>4</sup>

The Custodian will hold the shares in CFML Lending on trust for investors in the Fund. See Section 3 of the Other Material Information document on the Fund's Disclose Register entry at:

<u>disclose-register.companiesoffice.govt.nz</u> for further information on the relationship between the parties involved.

The Fund's investment in loans secured by Mortgages (made through acquiring shares in CFML Lending) may be made alone or as part of a syndicate with registered bank(s), fund managers or external fund providers.

We have, in accordance with the Governing Document, established a bad debt reserve account into which amounts may be credited by us from the distributions paid to the Fund, or from the assets of the Fund, as a reserve for bad debts incurred by CFML Lending (Bad Debt Reserve Account). We may take amounts to cover bad debts incurred by CFML Lending from the Bad Debt Reserve Account. The value of your investment in the Fund may be affected by any defaults on loans secured by Mortgages in which the Fund ultimately invests if the amount of defaults exceed the amount of the Bad Debt Reserve Account. We will value the units in the Fund in accordance with the Governing Document each time units are issued to, or withdrawn by, an investor, on the last business day of each calendar quarter, or at such other times and dates as we determine. See "Asset Valuation" in the Other Material Information document on the Fund's Disclose Register entry at <u>disclose-register</u>. <u>companiesoffice.govt.nz</u> for further information.

The unit price is based on the value of the Fund's net assets, with loans valued at their principal amount if they are not impaired. We aim to maintain the unit price at \$1.00 per unit on an ongoing basis, but the unit price may go down if CFML Lending's loan book has a bad debt provisioning larger than the Bad Debt Reserve Account. See Section 4 "What are the risks of investing?" for further information. The Bad Debt Reserve Account is designed to mitigate against falls in the unit price due to borrower defaults. Certain amounts are retained from distributions and held to be released if defaults would reduce the unit price. The Bad Debt Reserve Account would not prevent defaults reducing the unit price, if defaults exceed the amount held in the Account.

Your investment in the Fund does not give you a direct interest in any particular asset of the Fund. The assets of the Fund are held solely for investors in the Fund and are not available to meet the liabilities of any other Fund in the Scheme.

A summary of the investment process is described in the following diagram:

<sup>4.</sup> 

The Manager and CFML Lending have entered into a Management Deed which provides for CFML Lending's investments and the services the Manager will provide to CFML Lending.



\* Loans secured by Mortgages and cash and bank deposits

The returns you receive from the Fund depend on the amount of distributions paid by CFML Lending to the Fund, the amount of which is dependent on:

- interest paid on the loans secured by Mortgages made by CFML Lending; and
- interest earned on the on-call and shortterm deposits at CFML Lending's New Zealand registered bank in which CFML Lending invests any surplus capital.

The key benefits of investing in the Fund are:

- Regular distributions on investments;
- Experience and expertise of CFML's team;
- Loans are secured by first ranking Mortgages, and CFML Lending lends only to borrowers who meet our credit criteria at reasonably conservative loan to value ratios.<sup>5</sup>

Distributions will ordinarily be paid quarterly within 10 Business Days of the last day of March, June, September and December in each year to your nominated bank account, or for such other period as we may determine.

#### Making investments

To make an initial investment in the Fund, complete the application form which is available by contacting us using the contact details in Section 7 "Who is involved?".

The minimum initial investment amount is \$20,000. We can change this amount at any time.

You may increase your investment in the Fund by applying to us for units in the Fund and that application being accepted by us. To make an additional investment in the Fund through us, you should contact us.

The minimum additional investment amount is \$5,000. We can change this amount at any time.

#### Withdrawing your investments

Withdrawals from the Fund are subject to the following lock in periods from the date of investment:

- 3 years for investors investing for the purposes of an Investor 1 Resident Visa;
- 4 years for investors investing for the purposes of an Investor 2 Resident Visa; and
- 2 years for all other investors.

A break fee may be payable to us from the proceeds of any withdrawals requested by you and made from the Fund, at our discretion, during a lock in period. We may waive the lock in requirement, with or without a break fee, in our sole discretion, including in the case of hardship.

<sup>5.</sup> 

See Section 2 of the Other Material Information document held on the Fund's Disclose Register entry at: <u>disclose-register.companiesoffice.govt.nz</u> for further information.

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The minimum withdrawal amount is \$5,000, subject to the minimum investment amount continuing to be met.

Subject to the lock in periods and the minimum withdrawal and investment amounts, you can make a withdrawal request at any time (except if withdrawals are suspended).

Withdrawals from the Fund are processed on the last business day of each calendar quarter, provided at least 45 days' notice is provided to us by completing a withdrawal form (which can be obtained from us using the contact details in Section 7 "Who is involved?").

You will receive the unit selling price on the last business day of the calendar quarter on which we process your withdrawal request. When you make a withdrawal from the Fund, the amount you receive will be the value of units sold and the amount representing any distributable income accrued to the date we process your withdrawal request, less any fees, taxes, expenses and other deductions.

We may redeem investments from the Fund at our discretion on notice to you if cash levels are above or at the higher end of the target asset allocation range for the Fund in the SIPO. If we redeem an investment during a lock in period, a break fee will not be payable by you. See Section 5 "What are the fees?" for further information.

We may suspend and defer withdrawals from the Fund (subject to prior notification to the Supervisor) for 90 business days (or longer if approved by the Supervisor) if we determine that the withdrawal is not desirable, or would be prejudicial to investors in the Fund, or would threaten the Fund's PIE status. If a withdrawal request is suspended, the unit price will be determined as if the withdrawal request was made on the first business day following the end of the period covered by the suspension notice.

#### Transferring your investment

You may also request that we transfer your units at any time on written notice to us, provided that the transferee completes an application form, and provides us with all other necessary information. We reserve the right to refuse any request to transfer any units in the Fund for any reason.

## 3. DESCRIPTION OF YOUR INVESTMENT OPTION

Investment objectives and strategy and suitability statement				Risk indicator					Target investment mix <sup>1</sup>	Minimum investment timeframe	
The Manager aims to provide you with investment returns over the medium term (i.e. 3-5 years) equal to the return objective of the Fund (90 Day Bank Bill Rate plus 2.5% p.a.), after fees, charges and expenses, but before tax, <sup>2</sup> by the Fund investing solely in shares in CFML Lending. CFML Lending enters into loans predominantly secured by Mortgages, and in on-call and short-term deposits at a New Zealand registered bank. <sup>3</sup> CFML Lending lends only to borrowers who meet our credit criteria at reasonably conservative loan to value ratios. <sup>4</sup> CFML Lending will lend only to borrowers with LVRs of up to the credit policy limits which are set out in the following table, with the loans secured by Mortgages (subject to a fixed or floating interest rate).				ik 2 3 Iower returns	4 Pe	4 5 Potentially hig	Higher risk 6 7 ther returns		2-4 years upwards <sup>5</sup>		
Borrower Type	Apartments	Houses	Bare Land								
NZ Resi- dents	70% LVR*	80% LVR*	50% LVR*								
Foreign Residents	65% LVR*	75% LVR*	50% LVR*	-							
the Manager's follow the Ma Committee re board of direc loan amount, CFML Lending other freehold companies, w Suitable for ir	s current credit po nager's credit pol ports to the Mana tors. Each asses and the nature a makes loans sec d properties) that hich are related t	blicy and credi ager's Audit, sment takes nd scope of t cured by Mort are develope to the Manage prepared to a	dit críteria. CFML L t criteria. The CFI Risk and Compliar into consideration he borrowing. gages over freeho ed by Conrad Prop er. accept a medium l	nce Committee and the borrower, the old apartments (or							

The SIPO sets out the investment philosophy, strategies, investment objectives, target investment mix and allowable investment ranges for the Fund. We may change the SIPO for the Fund from time to time by notifying the Supervisor. Any material changes to the SIPO will be notified to you prior to the effective date of the change. A copy of the current SIPO, is available free of charge on the Fund's Disclose Register entry at: disclose-register.companiesoffice.govt.nz. Further information about the assets in the Fund can be found in the

#### Fund updates at www.cfml.nz.

Because the Fund invests through shares in CFML Lending, its target investment mix is classified as 100% Australasian equities, but the Fund ultimately invests in loans secured by Mortgages, and in on-call and short term deposits at a New Zealand registered bank. Actual proportions of the underlying investments will vary. See the SIPO for further information.
 Further information on the Fund's return objective can be located in the SIPO or Section 7: Return Objective of the Other

Material Information document held on the Fund's Disclose Register entry at disclose-register.companiesoffice.govt.nz.

<sup>8.</sup> While the Manager's current intention is to invest (through CFML Lending) only in first ranking mortgages, the Manager may, from time to time in exceptional circumstances, invest ultimately in loans secured by both first and second ranking mortgages (such as where CFML Lending registers a first ranking mortgage over a residential property acquired by a borrower, but the borrower also has an existing property in New Zealand, and in addition to the existing first ranking mortgage registered over that property by another lender, a second ranking mortgage is registered over that property by CFML Lending as security for the loan CFML Lending is making to the borrower).

See Section 2 of the Other Material Information document held on the Fund's Disclose Register entry at <u>disclose-register</u>. <u>companiesoffice.govt.nz</u> for further information.

<sup>10.</sup> See "Withdrawing your investments" on page 6 for further information.

## 4. WHAT ARE THE RISKS OF INVESTING?

#### Understanding the risk indicator

Managed funds in New Zealand must have a standard risk indicator. The risk indicator is designed to help investors understand the uncertainties both for loss and growth that may affect their investment. You can compare funds using the risk indicator.



For the risk indicator rating for the Fund, see Section 3 "Description of your investment option".

The risk indicator is rated from 1 (low) to 7 (high). The rating reflects how much the value of the Fund's assets goes up and down (volatility). A higher risk generally means higher potential returns over time, but more ups and downs along the way.

To help you clarify your own attitude to risk, you can seek financial advice or work out your risk profile at <u>sorted.org.nz/tools/investor-kickstarter</u>.

Note that even the lowest category does not mean a risk-free investment, and there are other risks (described under the heading "Other specific risks") that are not captured by this rating.

This risk indicator is not a guarantee of a Fund's future performance. The risk indicator is based on the returns data for the last five years to 30 June 2023. While risk indicators are usually relatively stable, they do shift from time to time. You can see the most recent risk indicator in the latest Fund update for this Fund.

#### General investment risks

Some of the things that may cause the Fund's value to move up and down, which affect the risk indicator, are:

- **Default risk:** The value of the units in the Fund is ultimately determined predominately by the value of the loans secured by the Mortgages which CFML Lending makes. This is the risk that changes in the perceived or actual creditworthiness of borrowers, or borrowers' failure to continue to meet their ongoing capital and interest payments, may result in a reduction to your returns and/or you not recovering the full amount of your investment in the Fund.
- Liquidity risk: Low liquidity may mean that the Fund is unable to realise its assets, which would affect the ability of the Fund to meet its obligations to make payments when due (for example, withdrawal requests). We cannot provide any guarantees in relation to the liquidity of the Fund's assets or of the ability for investors to make a withdrawal from the Fund when requested.
- Investment availability / duration risk: The amount of your returns depends on the availability of suitable loans secured by Mortgages which CFML Lending can make when the Fund has funds available for investment through CFML Lending. Any insufficiency in such loans would mean CFML Lending's assets would be invested in on-call and short term deposits at a New Zealand registered bank which would be invested at lower interest rates. Returns from the Fund would be affected if this were to occur.
- Interest rate risk: This is the risk that changes in interest rates have an unfavourable impact on the Fund's investment returns, either by affecting the amount of income received by the Fund and/or

the market value of the Fund's investments. For example, if market interest rates fall, the return on floating rate loans secured by Mortgages made by CFML Lending will decrease, resulting in lower returns on units in the Fund. If market interest rates rise, the return of floating rate loans secured by Mortgages made by CFML Lending will increase, resulting in higher returns on units in the Fund.

• **Market risk:** This is the risk that the value of the Fund may be affected by a range of factors that affect a particular financial market, including changes in economic conditions, freehold property prices, inflation, policy from central banks, taxation, regulation, local and geo-political events, and investor sentiment.

#### Other specific risks

**Concentration risk:** This is the risk that the value of the Fund may change due to it having a high exposure to loans secured by Mortgages over certain residential apartment blocks, certain types or locations of residential developments and/or granted to certain types of borrowers.

The loans secured by Mortgages in which the Fund indirectly invests (by buying shares in CFML Lending) may be concentrated in Auckland and in apartment buildings developed by Conrad Properties Group companies, which are related to us.<sup>11</sup>

#### Likelihood: (on a scale of 1-10): 6

*Impact:* If a residential apartment block, location or borrower type in which the Fund's loans are concentrated has increased risks, these risks would have an increased impact on the Fund if they eventuate, compared to the effect of these risks if the investments were more diversified.

For more detail on the risks of investing in the Fund, see Section 5: Risks of the Other Material Information document on the Fund's Disclose Register entry at <u>disclose-register.companiesoffice.govt.nz</u>.

<sup>11.</sup> See Section 4: Conflicts of Interest and Related Party Disclosure of the Other Material Information document held on the Fund's Disclose Register entry at <u>disclose-register.companiesoffice.govt.nz</u> for further information.

## 5. WHAT ARE THE FEES?

You will be charged fees for investing in the Fund. Fees are deducted from your investment and will reduce your returns. The fees you pay will be charged in two ways:

- regular charges (for example, annual fund charges). Small differences in these fees can have a big impact on your investment over the long term.
- one-off fees (for example, break fees).

#### Annual fund charges

Annual Fund Charges (% per annum of net asset value)	
Management Fee	1.30%
Mortgage Administrator fee	0.24%
Costs and expenses	0.18%
Supervisor fee	0.10% <sup>12</sup>
TOTAL	1.82%

The annual fund charges comprise:

- **Management fee:** charged by the Manager to the Fund for its management of the Fund's assets, which includes unit pricing and registry services undertaken by the Manager;
- **Mortgage Administrator fee:** charged by the Mortgage Administrator to the Fund for administration services in relation to the loans secured by Mortgages which CFML Lending makes. The amount of the Mortgage Administration fee is estimated; and
- **Costs and Expenses:** these are certain out-of-pocket costs and expenses incurred in managing and administering (in the case of the manager) and providing services in relation to (in the case of the supervisor) the scheme and the fund, which the Governing Document permits to be reimbursed from the assets of the Fund. These include third party fees (e.g. audit fees), fund accounting expenses, communication expenses with respect to investor services (e.g. printing and postage), and the amortisation of certain upfront expenses, including the legal cost of producing the Fund's disclosure documentation. The amount of the costs and expenses is estimated;
- **Supervisor fee:** charged by the Supervisor to the Fund for its services to the Manager and the Scheme.

<sup>12.</sup> An additional fee for any extraordinary matters at time in attendance rates may be charged by the Supervisor. Until the Net Asset Value of the Fund exceeds \$20 million, the Manager will pay the Supervisor the additional amount required for the Supervisor fee to be \$20,000 per annum (excluding GST) to ensure that the Supervisor's fee stays at this amount for the investors. You can find information about the Fund's Net Asset Value as at the end of the last quarter by looking at the latest Fund Update for the Fund at www.cfml.nz.

These fees and costs and expenses are calculated as a percentage of the net asset value of the Fund determined in accordance with the Governing Document, and are accrued on a daily basis and paid quarterly in arrears from the assets of the Fund held in the Fund's revenue account, an account for accounting purposes into which all income earned by the Fund is credited until it is applied or distributed to

investors (Revenue Account).

#### Break fee

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Where we permit you to make a withdrawal during a lock in period, we may charge you a break fee.

The amount of any break fee is calculated as a percentage of the amount of your withdrawal and depends on the time of your withdrawal, as follows:

- 0 1 year after your investment date 1.75%; and
- 1 2, 3 or 4 years after investment date (as applicable) 0.75%.

Any break fee will be deducted from your withdrawal amount and paid to us. The break fee is exclusive of GST. We may at our discretion waive all or part of a break fee.

#### GST

All fees and costs and expenses are stated on a GST exclusive basis. GST is currently not payable on any of the fees and costs and expenses . However, if GST is payable on any of the fees or costs and expenses, then the GST component would be payable in addition to the fees or costs and expenses (as applicable) stated.

#### Example of how fees apply to investors

Sarah invests \$10,000 in the Fund. She is not charged an establishment fee nor contribution fees.

This brings the starting value of her investment to \$10,000.

She is also charged annual fund charges, which work out to about \$182 (1.82% of \$10,000). These fees might be more or less if her account balance has increased or decreased over the year.

Over the next year, Sarah, does not pay other charges.

Estimated total fees for the first year

Break fees: \$0 (assuming no withdrawal is made in the first year)

Fund charges: \$182

Other charges: \$0

See the latest Fund update for an example of the actual returns and fees investors were charged over the past year.

#### The fees can be changed

We may increase or change any fees and impose new fees (for example, entry or exit fees), in relation to the Fund at any time in accordance with the Governing Document. The Supervisor fee and the Mortgage Administrator fee may also be changed by agreement with us.

We annually review the value for money of the Fund and this review takes into account the fees that we charge. As a result of this review, fees payable in relation to the Fund may change.

There is no limit on the amount by which a fee can be changed. We will give you 30 business days' prior notice of any increase, change or new fees.

CFML must publish a Fund update for the Fund showing the fees actually charged during the most recent year. Fund updates, including past updates, are available at <u>www.cfml.nz</u>.

## 6. WHAT TAXES WILL YOU PAY?

The Fund is a portfolio investment entity. The amount of tax you pay is based on your prescribed investor rate (PIR). To determine your PIR, go to <u>ird.govt.nz/toii/pir</u>. If you are unsure of your PIR, we recommend you seek professional advice or contact the Inland Revenue Department. It is your responsibility to tell us your PIR when you invest or if your PIR changes. If you do not tell us, a default rate may be applied. If the rate applied to your PIE income is lower than your correct PIR, you will be re-quired to pay any tax shortfall as part of the income tax year-end process. If the rate applied to your PIE income is higher than your PIR, any tax over-withheld will be used to reduce any in-come tax liability you may have for the tax year and any remaining amount will be refunded to you.

See Section 6: Taxation of the Other Material Information document on the Fund's Disclose Register entry at <u>disclose-register.companiesoffice.govt.nz</u> for further information.

## 7. WHO IS INVOLVED?

#### About CFML

CFML is the manager of the Fund. Our role is to carry out the management and operation of the Scheme and the Fund. This includes being responsible for dealing with investors, keeping a record of your investment, processing any applications and withdrawals, calculating and paying (or refunding) your tax, and managing the investment of the Fund's assets in accordance with the SIPO, amongst other things.

See Section 3: Who is involved? of the Other Material Information document on the Fund's Disclose Register entry at <u>disclose-register.companiesoffice.govt.nz</u> for further information.

#### You can contact us using these details:

Phone:	+64 9 222 2903
Address:	Unit 12, Level 1
	114 St George's Bay Road
	Parnell, Auckland

Email: info@cfml.co.nz

#### Who else is involved?

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Party	Name	Role
Supervisor	Covenant Trustee Services Limited	Responsible for supervising CFML as manager of the Scheme.
Custodian	Conrad Investment Trust Limited, a wholly-owned subsidiary of the Supervisor	Appointed by the Supervisor to hold the assets of the Fund in trust on behalf of investors.
Mortgage Administrator	Funding Partners Administration Limited and/or such other person or persons which the Manager appoints from time to time	Appointed by the Manager to provide administration services in relation to the loans secured by Mortgages in which the Fund ultimately invests, including initial borrower assessment, preparing loan applications for credit approval, preparing loan documentation, monitoring and reporting of arrears.

The return on investment in the Fund can vary, and returns are not guaranteed by us, the Supervisor or CFML Lending, any of their directors, officers or employees, or any other person.

## 8. HOW TO COMPLAIN

If you are unhappy or have any complaints about your investment in the Fund, you can contact the Manager in the first instance using the details in Section 7 "Who is involved?".

A short document outlining the Manager's complaints handling procedure is available to you on request or through the Manager's website (www.cfml.nz). The document sets out what a complainant must do to lodge a complaint and how the Manager undertakes to deal with a complaint.

If we are unable to resolve your complaint, you may contact the Supervisor, using these details:

Phone:	+64 9 302 0638
Address:	Level 6, 191 Queen Street,
	Auckland 1010
Email:	<u>team@covenant.co.nz</u>

Both us and the Supervisor are members of an independent dispute resolution scheme operated by Financial Services Complaints Limited **(FSCL).** 

If we or the Supervisor have not been able to resolve your complaint , you can complain to FSCL at:

 Phone:
 0800 347 257

 Address:
 Financial Services Complaints Limited

 PO Box 5967, Lambton Quay
 Wellington 6145

 Email:
 info@fscl.org.nz

Neither the Manager, the Supervisor nor FSCL will charge a fee to you to investigate or resolve a complaint.

# 9. WHERE YOU CAN FIND MORE INFORMATION

Further information (for example, fi-nancial statements and other material information such as other risks, valuation and pricing, conflicts of interest and taxation) relating to the Scheme and the Fund is available on the offer regis-ter and the scheme register at disclose-register.companiesoffice.govt.nz.

A copy of information on the offer register or scheme register is available on request to the Registrar.

Further information relating to the Scheme and the Fund is also available on request to the Manager either by visiting our website at <u>www.cfml.co.nz</u> or contacting us using the details in Section 7 "Who is involved?". You will not be charged a fee for any information requested from us.

## **10. HOW TO APPLY**

To invest in the Fund, you will need to complete an application form and all other necessary documentation. Please contact us using our details in Section 7 "Who is involved?" to invest.



ADDRESS: UNIT 12, 114 ST GEORGES BAY ROAD, PARNELL, AUCKLAND 1052, NEW ZEALAND WWW.CFML.NZ