

MARCH 2026

Disclosure Statement

LICENSING INFORMATION

Legal Entity	Enlightened Life Limited
FSP Number	FSP532766
Licensing Status	Financial Advice Provider (Full Licence)

Enlightened Life Limited holds a Financial Advice Provider (FAP) licence issued by the Financial Markets Authority under the Financial Markets Conduct Act 2013.

Enlightened Life Limited trades under the names **Smart Adviser** and **iLender**. Smart Adviser and iLender are trading names only and are not separate licensed entities.

All regulated financial advice services are provided under the licence of Enlightened Life Limited. Our FAP licence is not subject to any conditions limiting the advice we provide.



Two trusted names.
One powerful financial future.



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NATURE AND SCOPE OF ADVICE

Enlightened Life Limited provides financial advice under the trading names Smart Adviser and iLender.

This section explains the types of financial advice services that may be provided to you by Smart Adviser and/or iLender, depending on your individual needs and the services you engage.

Regardless of the brand through which services are provided, the licensed Financial Advice Provider responsible for your advice is Enlightened Life Limited.

ENLIGHTENED LIFE LIMITED PROVIDES ADVICE ON

- Financial planning and retirement planning
- Investing, including KiwiSaver
- Personal risk management and insurance
- Mortgages, loans and debt management
- Consumer credit contracts, including residential and personal loans
- Business risk management and insurance
- Group insurance and schemes

Your adviser will explain which services apply to you.



FINANCIAL PRODUCTS WE ADVISE ON

Enlightened Life Limited provides financial advice about products from selected providers across insurance, investments, KiwiSaver, mortgages and lending.

RISK PRODUCTS

- Life cover
- Accidental death cover
- Trauma/Progressive cover
- Income protection
- Mortgage protection
- Health insurance
- Total & permanent disablement
- Disability income protection
- Specialist business insurance
- Insurance for student and travel visa
- Group insurance/scheme

MORTGAGE & LOAN PRODUCTS

- Mortgages
- Business loans and finance
- Personal loans and finance

SAVINGS & INVESTMENT PRODUCTS

- Superannuation and KiwiSaver
- Unit trusts and managed funds

PRODUCT PROVIDERS WE WORK WITH

Enlightened Life Limited only provide financial advice about products from certain providers. We work with:

MORTGAGE & LOAN PROVIDERS

- ASAP Finance Limited
- ANZ Bank New Zealand Limited
- ASB Bank Limited
- Avanti Finance Limited
- Bank of New Zealand Limited
- Basecorp Finance Limited
- Cressida Capital One Limited
- DBR Limited
- FICO Finance Ltd
- First Mortgage Managers Limited
- First Mortgage Trust
- Funding Partners Limited
- General Finance Limited
- Gold Band Finance Limited
- Heartland Bank Limited
- Kiwibank Limited
- Liberty Financial Limited
- Merx
- Metro Finance Ltd
- Pepper New Zealand Limited
- Pepper Money
- Plus Finance Limited
- Prospa New Zealand Limited
- Resimac Financial Securities Limited
- Southern Cross Finance Limited
- Southland Building Society
- Sovereign / AIA Services New Zealand Limited
- TSB Bank Limited
- The Co-operative Bank Limited
- Tower Limited
- Unity Money
- Westpac New Zealand Limited
- A Private Lender

INVESTMENT PROVIDERS

Managed Funds

- Select Wealth Management Ltd
- iSelect
- Booster Investment Management
- Milford Asset Management
- Pathfinder Asset Management Limited

KiwiSaver Providers

- Booster Investment Management
- OneAnswer(NZ) Ltd
- Generate Investment Management Ltd
- Milford Asset Management
- Pathfinder Asset Management Limited

RISK INSURANCE PROVIDERS

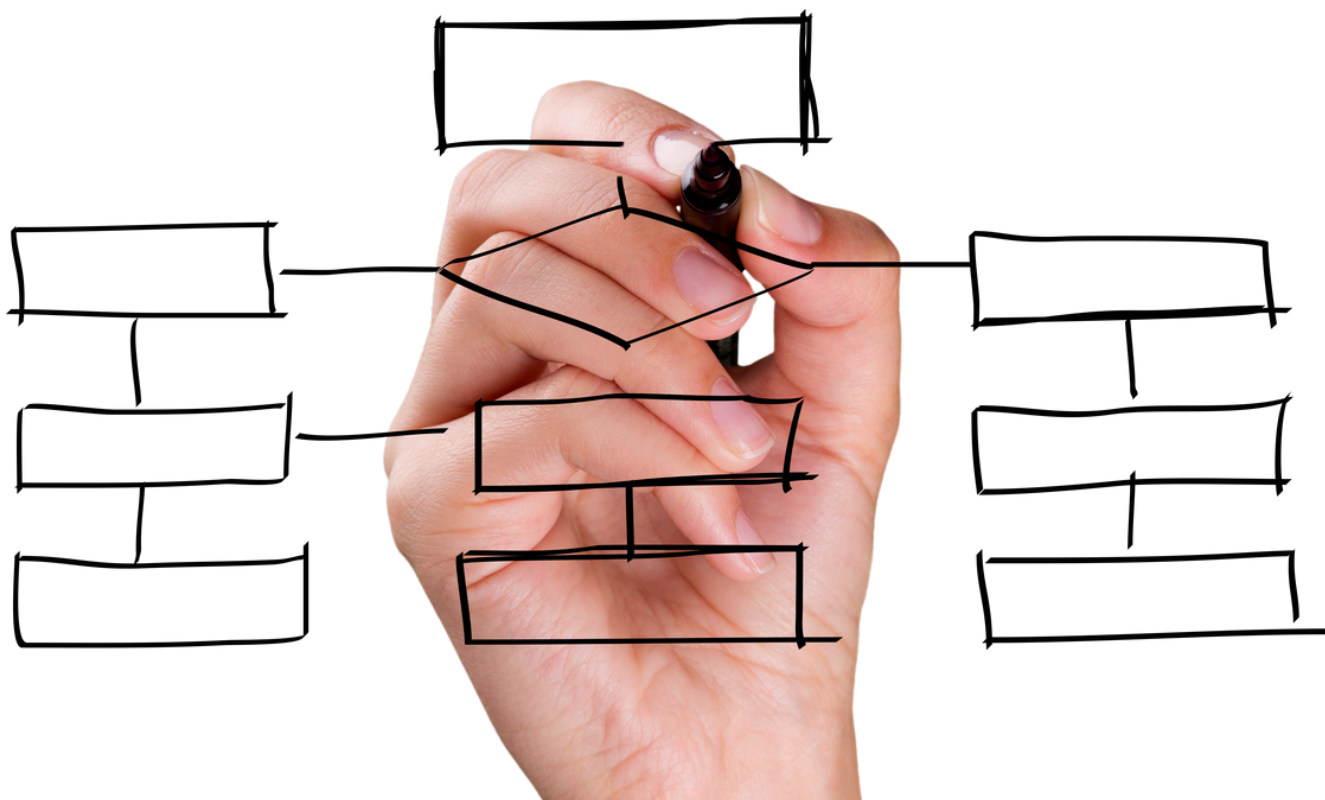
- Asteron Life Ltd
- Fidelity Life Assurance Company Ltd
- AIA New Zealand Ltd
- Partners Life Ltd
- NIB NZ Ltd
- Southern Cross Medical Care Society
- Chubb Insurance NZ
- Pinnacle
- Accuro Health Insurance
- Orbit Protect - NIB
(Student and Travel Visa)

ADVICE WE DON'T OFFER

Enlightened Life Limited do not provide accounting, legal advice or business advice, general insurance advice such as vehicle, home and contents insurance, or business public liability and indemnity insurance.

However, we can provide you with a referral to one of our preferred partners.

COSTS OF ADVICE



FEES & EXPENSES

The amount we charge depends on how complex your needs are and the type of advice and service(s) you require.

Fees are payable with 7 days of the date of invoice.

 **FINANCIAL PLANNING & RETIREMENT ADVICE**

This service provides a customised plan and does not include financial products. If you ask us to prepare a personalised financial plan (without placing a product), a planning fee applies.

- Minimum fee: \$1,500 + GST (Calculated for 6 hours at \$250/hour)
- Maximum fee: \$2,500 + GST (Calculated for 10 hours at \$250/hour)

We will always confirm the fee with you before starting the work.

 **MORTGAGE & FINANCE ADVICE**

In most cases, you do not pay us a fee for arranging a loan. We are usually paid by the lender once your loan settles.

However:

- If a lender does not pay commission, we may charge a fee on settlement.
- If you repay or refinance your loan within 24–27 months, we may charge a clawback fee (because the lender reclaims our commission).
- If you decide not to proceed with a recommended solution after significant work has been completed, a fee may apply.

A Scope of Engagement will be sent outlining these fees in detail.

 **INSURANCE RISK ADVICE**

In most cases, you do not pay us directly. We are paid commission by the insurance provider if you take out a policy.

However:

- If you ask us to complete work and then decide not to proceed within 3 months, a brokerage fee of \$1,500 + GST may apply. Calculated for 6 hours at \$250/hour.
- If you also cancel/alter a policy that we issued within 24 months from commencement, we will charge a clawback fee of \$2,500 + GST to recover our cost (because the insurer reclaims our commission). Calculated for 10 hours at \$250/hour.

We will always explain this beforehand.

 **INVESTMENT
ADVICE**

If we research and arrange investment products for you:

- A minimum fee of \$1,500 + GST applies. Calculated for 6 hours at \$250/hour.
- The total fee is usually 1-3% of the amount invested
- Planning fee capped at \$5,000 + GST

We will confirm the exact amount before you invest.

 **ONGOING FINANCIAL
ADVISORY REVIEW**

If you ask us to review your existing plans or financial structure:

- Minimum fee: \$1,500 + GST (Calculated for 6 hours at \$250/hour)
- Maximum fee: \$2,500 + GST (Calculated for 10 hours at \$250/hour)

 **REFERRALS TO
OTHER PROFESSIONALS**

If we refer you to a solicitor, accountant, or other professional we do not charge you a referral fee.

 **REFERRALS TO CERTAIN LENDERS OR
PRIVATE PROVIDERS**

If we refer you to a lender who does not pay commission, a fee of up to 1% of the loan amount may apply. We will disclose this clearly before you proceed.

Important

You will always know in advance:

- ✓ Whether a fee applies
- ✓ How it is calculated
- ✓ When it is payable

Nothing is charged without being explained first.



Maximum cost of \$2,500 + GST has been calculated on an average of 10 hours research, administration to complete and submit any applications on your behalf and reporting to you at our hourly rate of \$250 per hour.

CONFLICTS OF INTEREST AND INCENTIVES

Enlightened Life Ltd T/A Smart Adviser and iLender as well as its financial advisers receive commissions from product providers (for example insurers, banks and KiwiSaver, investment providers) when you take out a product we recommend.

If you proceed with a recommended product, the provider will pay a commission to Enlightened Life Ltd and a portion gets paid to your financial adviser.

The amount of commission depends on factors such as:

- the type of product
- the premium or loan amount
- the provider
- the amount of business placed

Some providers may also pay additional incentives, such as volume-based rewards or persistency bonuses, based on the overall quality or level of business we place with them.

The exact commission payable in your case will be disclosed to you at the time we provide our recommendation and before any product is implemented.

To manage conflicts of interest, we follow an advice process focused on client needs, maintain a conflicts register, and review recommendations for suitability.

To manage this, we:

- follow a documented advice process focused on your goals and financial circumstances
- assess product suitability before making any recommendation
- maintain and regularly review a conflicts of interest register
- provide compliance oversight through our compliance assurance programme
- prioritise your interests over our own, as required under the Financial Markets Conduct Act

If an actual or potential conflict arises during our engagement with you, we will disclose it to you promptly and explain how it is being managed.

If a conflict cannot be appropriately managed, we will decline to provide advice in that matter.

COMPLIANCE ASSURANCE PROGRAMME

Enlightened Life Limited has partially outsourced its compliance assurance programme to Kiwi Advise Network (KAN) the overall responsibility is retained by Enlightened Life Limited.



COMPLAINTS HANDLING AND DISPUTE RESOLUTION

If you have a problem, concern or complaint about the advice or service you receive, please contact Enlightened Life Limited:

- Phone: (0800) FIN FREE (346 3773)
- Email: support@smartadviser.co.nz
- Address: 315A Pakuranga Road, Pakuranga Heights, Auckland 2010, New Zealand

We will acknowledge your complaint and work with you to resolve it.

FINANCIAL DISPUTE RESOLUTION SERVICE (FDRS)

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints procedure, you can contact the **Financial Dispute Resolution Service**.

This service will cost you nothing, and will help us resolve any disagreements. You can contact the Financial Dispute Resolution Service



ADDRESS

LEVEL 4, 142 LAMBTON QUAY,
WELLINGTON CENTRAL, WELLINGTON
6011, NEW ZEALAND

TELEPHONE NUMBER

+64 508 337 337

EMAIL ADDRESS

ENQUIRIES@FDRS.ORG.NZ

DISCIPLINARY HISTORY YOU SHOULD BE AWARE OF

None. There have been no professional indemnity insurance or negligence claims, dispute resolutions or disciplinary actions made or taken against Enlightened Life Limited and all of its Advisers.

There are no disciplinary actions, criminal convictions, civil proceedings, or insolvency events to disclose.

OUR DUTIES

Enlightened Life Limited and anyone who gives financial advice on its behalf have duties under the Financial Markets Conduct Act 2013. We are required to:

1. Treat you fairly and act with integrity
2. Ensure that the advice we give you is suitable for you and that you understand our advice.
3. Give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
4. Take reasonable steps to protect your privacy and information .
5. Exercise care, diligence and skill in providing you with advice.
6. Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice).
7. Meets standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should, and give you suitable advice.

CONTACT DETAILS

Enlightened Life Limited (FSP532766, trading as Smart Adviser and iLender) is the Financial Advice Provider.

YOU CAN CONTACT US AT:



(0800) FIN FREE (346 3773)



support@smartadviser.co.nz



315A Pakuranga Road, Pakuranga Heights,
Auckland 2010, New Zealand

CLIENT ACKNOWLEDGEMENT

ENLIGHTENED LIFE LIMITED (FSP532766) TRADING AS SMART ADVISER AND ILENDER IS RESPONSIBLE FOR YOUR ADVICE TODAY

I / we

acknowledge receipt of the Disclosure Statement Ver. No. 003/2026 with effective date of 11 March 2026.

CLIENT 1 DATE

CLIENT 2 DATE

CLIENT 3 DATE

This statement was prepared on 15 March 2021 and last updated on 11 March 2026.

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