



PUBLIC DISCLOSURE STATEMENT

CONTACT DETAILS

Company Name: Prop Coach Limited Trading as Property Apprentice

FSP Number: FSP157564

Physical Address: Level 1, 530 Great South Road, Greenlane, Auckland 1050

Postal Address: PO Box 125034, St Heliers, Auckland 1074

Contact details: ph. (09) 575 7736

Email: info@propertyapprentice.co.nz

Website: <https://propertyapprentice.co.nz>

LICENSING INFORMATION

Prop Coach Limited Trading as Property Apprentice holds a transitional Financial Advice Provider (FAP) license, issued by the Financial Markets Authority (FMA) to provide financial advice, effective from 15th March 2021.

NATURE AND SCOPE OF THE ADVICE

Prop Coach Limited Trading as Property Apprentice provides advice and coaching support to our clients about property investment. Our financial adviser(s) provide financial advice about residential lending and investments with respect to investing in property. As appropriate we refer our clients to the following network of professionals:

- Mortgage advisers
- Insurance advisers
- Lawyers
- Accountants
- Property Managers

FEES OR EXPENSES

Prop Coach Limited offers a wide range of education for property investment at no charge. Details available on our website <https://propertyapprentice.co.nz>

Prop Coach Limited charges a fee for property investment education, coaching support and financial advice services provided to clients. Education and coaching support is charged as a one off payment of less than \$10,000 + GST. Prop Coach Limited may charge for Financial advice services, ranging in price from \$250 - \$2,000 + GST depending on the extent of advice required and the amount of work required by the Financial Adviser(s). All pricing is provided upfront to clients.

CONFLICTS OF INTEREST AND INCENTIVES

From time to time Prop Coach Ltd may receive a commission/referral fee for the referral of services, ranging from one off payments of up to \$500 + GST, or up to 20% of the up front commission received by the referral company. Similarly, Prop Coach Ltd may make payments to those who refer clients to Prop Coach Ltd. Prop Coach Ltd has a client referral program for clients who refer friends or family members to Prop Coach Ltd that result in becoming clients, of \$500 including GST per referral.

All referral fees are made solely at the discretion of Prop Coach Ltd and/or the referral companies, are in no way detrimental to our clients and further details can be provided to you at your request.

Paul and Debbie Roberts, owners of Prop Coach limited trading as Property Apprentice are also part owners in a Mortgage and Insurance Company called MI Team.



Clients of Prop Coach Ltd trading as Property Apprentice are under no obligation to use MI Team, or any other professional that Prop Coach Ltd recommends.

COMPLAINTS HANDLING AND DISPUTES RESOLUTION

We have a specific code of conduct that we must work within. If you have any concerns or cause for complaint please inform us as soon as possible by email, telephone, in person, or via the Property Apprentice website <https://www.propertyapprentice.co.nz/contact-us/> so we can work to resolve it for you. When we receive a complaint, we will consider it following our internal complaints process (a copy of our internal complaints process is available upon request. The complaint will be resolved as soon as possible, if possible on the same (or next) working day that the complaint has been lodged.

If we are unable to agree on a resolution then you can contact a member of the approved dispute resolution scheme. The service is free of charge to you as a consumer.

Approved dispute resolution scheme:

Financial Services Complaints Limited
Level 4, Sybase House, 101 Lambton Quay, Wellington 6011
<http://www.fscl.org.nz>
Prop Coach Limited T/A Property Apprentice FSCL number 4128

DUTIES INFORMATION

Prop Coach Limited trading as Property Apprentice, has duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

- give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests
- exercise care, diligence, and skill in providing you with advice
- 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)
- meet 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).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>