

## **Privacy Consent & Disclosure**

### **About us**

Gotham Tech Limited t/as LoanOptions.ai (referred to in this privacy statement as “we”, “our” or “us”) takes your privacy and protection of your information very seriously. We are bound by the Privacy Act 2020 when handling personal information. We collect, hold, use, and disclose your personal information in accordance with this privacy statement. The purpose of this privacy statement is also to inform you of your rights in relation to your personal information.

We reserve the right to update this privacy statement at any time and for any reason, so we encourage you to make sure that you are familiar with the current version of our privacy statement. Any change we make applies from the date the updated Privacy Policy is posted on our website.

### **What is personal information?**

Personal information is information about an identifiable individual. It includes (but is not limited to) name, address, contact details, date of birth, occupations, payment details, employment history and/or details, education and qualifications, financial information, testimonials and feedback, evidence of source of funds or source of wealth (in some cases) and other information.

### **Why do we collect personal information?**

We only collect personal information to conduct our business, to provide you (if you are a client) our services, emailing (subject to you giving us your consent) updates, event invitations and publications that we think you may be interested in, and to meet all our legal obligations (including in relation to anti-money laundering and countering financing of terrorism legislation). You do not have to voluntarily provide your personal information to us. However, if you do not provide us with certain personal information we request, we may not be able to provide our services to you or perform our obligation.

### **How do we collect your personal information?**

Except as otherwise permitted by law, most of the personal information we collect is provided directly by you, or your authorised representative. We collect personal information about you when you visit our website, participate in any of our surveys, request (over telephone, email, social media such as face book) our advice or service, ask us to send you our publications (such as newsletters) , or when you otherwise interact with us. Please be aware that when you send us any information over the internet you send it at your own risk because internet is not a secure environment.

We may also collect personal information from you through registration and attendance at seminars, business cards, and social media channels.

In some instances, we may collect your personal information from third parties – for example:

- We may use third parties to analyse traffic at our websites, or to provide information security related services, and social media channels, which may involve the use of cookies; and
- In some circumstances we might collect personal information about an individual from a third party, such as an employment reference from another person; and
- We may also collect personal information about you from publicly available websites.

## **To whom might we disclose personal information?**

We may disclose your personal information to:

- Other members of the Loan Options Group;
- Other companies or individuals who assist us in providing services or who perform functions on our behalf (such as mailing houses, hosting and data storage providers, specialist consultants and legal advisers);
- Product providers (such as but not limited to lenders and insurance companies);
- Financial advisers and financial advice providers who may use our services;
- Other companies or individuals who perform checks (such as but not limited to compliance reviews and audits) that are necessary or desirable under law on our behalf;
- Other companies, agencies or individuals that maintain databases against which your identity may be verified, which may include (but is not limited to) the New Zealand Department of Internal Affairs, and New Zealand Transport Agency;
- Social media sites on which we may have a presence but only with your consent
- Courts, tribunals and regulatory authorities (such as the Financial Markets Authority, and Ministry of Justice in New Zealand);
- Office of the Ombudsman, where a complaint relates to official information;
- Any person or agency we believe could assist in responding to a serious privacy breach.
- Office of the New Zealand Privacy Commissioner, where a complaint relates to breach of the Privacy Act 2020;
- Human Rights Commission, where a complaint relates to discrimination;
- CERT NZ, where appropriate to assist with the management of a voluntarily notified privacy breach Overseas privacy regulator, where a complaint relates to the actions of an overseas agency; and

Except as described above, we will not disclose your personal information without your written or oral consent, unless we are required to do so by applicable law.

## **Storage of personal information**

We may store personal information we collect in any format we choose at our offices at SUITE A FLOOR 8, 152 QUAY STREET, AUCKLAND, 1010 or at premises outside our offices, including data storage facilities or online storage located within or outside New Zealand, which may be operated by independent service contractors.

Where your personal information is transferred outside New Zealand, we will ensure the intended recipient has provided appropriate safeguards and that requisite rights and remedies in relation to the personal information remain available, or we will obtain your explicit consent for the transfer.

## **Management of personal information**

We take reasonable steps to protect the security of personal information. All our personnel (including but not limited to third party service providers) are required to hold personal information and the privacy of individuals in confidence.

We take reasonable steps (such as, but not limited to, use of physical security and restricted access to electronic records) to protect personal information we hold from misuse and loss and from unauthorised access, modification, or disclosure. Where we no longer require your personal information, we will comply with our legal obligations in respect of that information.

## **Your right to access and correct your personal information we hold**

You have the right to request access to any personal information we hold about you, and to ask for it to be corrected if you think that it is wrong. If you'd like to exercise that right, or ask us anything else in relation to your privacy, please ask the person you are dealing with, send us an email to [info@loanoptions.ai](mailto:info@loanoptions.ai) or send a letter to:

The Privacy Officer Gotham Tech Limited t/as LoanOptions.ai

SUITE A FLOOR 8,  
152 QUAY STREET,  
AUCKLAND, 1010

By agreeing to this document, you consent to us collecting, using, holding and disclosing personal and credit-related information about you, collectively called 'information' in this document. Personal information includes any information which may identify you, such as your name, date of birth, address, the number and ages of your dependants, and employment information. If you use our website or mobile applications, we may collect information about your location or activity, including IP address, use of third- party sites, and other user information.

- Credit information, which is information which includes your identity; the type, terms and maximum amount of credit provided to you, including when that credit was provided and when it was repaid; repayment history information, default information (including overdue payments); payment information; new arrangement information; details of any serious credit infringements; court proceedings information; personal insolvency information and publicly available information; and
- Credit eligibility information, which is credit reporting information supplied to us by a credit reporting body, and any information that we derive from it.

If you do not provide us with this consent, or do not provide us with your information, we may not be able to arrange credit for you or provide other services.

We may disclose your information to third parties including Credit Providers and Credit Reporting Bodies (CRBs). You appoint us your agent to act as an 'access seeker' to obtain a report from CRBs on your behalf.

You can find out more about how we deal with your privacy by viewing our privacy and credit reporting policy at <https://loanoptions.ai/privacy-policy>

If you have any questions or concerns about how we handle your information, please contact us at [info@loanoptions.ai](mailto:info@loanoptions.ai) or send a letter to the above address.

## **How we handle your information**

You agree to us collecting, using, storing and disclosing information about you. We can use your information to assist your application for a product or services, to market products and services by us and by third parties, to verify your identity by using information held by a credit reporting body (CRB) and using other online resources, to comply with laws (for example, the Anti- Money Laundering and Countering Financing of Terrorism Financing Act 2009), to confirm your identity, and to perform associated tasks.

We may collect your information from you or from third parties. We may, from time to time, collect sensitive information about you, including information about your health.

## **Exchange information with other businesses**

We may give or receive information, in relation to the provision of our services, about you to the following types of businesses, some of which may be located overseas:

- Lenders, mortgage managers, and other people who assist us to provide our products and services; any person who represents you, including financial consultants, accountants, lawyers, mortgage brokers, persons holding power of attorney, guardians and advisers;
- Government authorities, tribunals, and courts;
- Any person where we are authorised or required to do so by law; businesses who provide us with services or systems;
- Insurers and valuers;
- Persons who are or are likely to be co-borrowers with you or to guarantee your loan;
- Any person you expressly consent to;
- Our associates and related entities;
- Our agents, contractors and service providers that we engage to carry out our functions and activities;
- Your referees and your employer;
- An organisation that assists us to identify, prevent or investigate any fraud, unlawful activity or misconduct (or suspected fraud, unlawful activity or misconduct);
- Any person considering acquiring an interest in our business or assets;
- Associated businesses that may want to market products to you but only with your consent

## **Overseas disclosure**

Sometimes, we may send your information overseas to members of the Loan Options Group and other businesses located in Australia. Whilst Australia is subject to privacy laws or principles similar to those that apply in New Zealand, overseas entities may be required to disclose information to relevant foreign authorities under a foreign law and the process for seeking redress for any breach of your privacy which occurs within Australia is different to that of New Zealand.

## **Disclosure Document**

This document is designed to give you an estimate of any fees or expenses that may need to be paid in relation to the following of our advice, including the circumstances when they are payable, terms of payment, how they will be determined and an estimate of these fees. The fees disclosed only apply if you act upon the advice provided and excludes GST.

### **What fees are payable by you to Gotham Tech Limited t/as LoanOptions.ai?**

If you act upon the advice in relation to the credit facility a fee is payable to us for the research we undertake, and the implementation of the advice is disclosed below and will vary depending upon the complexity of your application and the Credit Provider we recommend. The fee will be included in the loan amount, it is not an out-of-pocket expense.

### **What is a reasonable estimate of the fees and charges payable to the Credit Provider?**

The fees and charges payable will depend on which credit provider approves your loan. At the time of providing this document we have not determined which Credit Provider best suits your needs. As such we have provided a range of fees and charges from the Credit Providers with whom we have entered a formal relationship with, as disclosed in our Scope of Service agreement.

We are unable to determine the interest rate as this is determined by the Credit Provider based upon your unique credit profile and the age of the asset you are purchasing. Lender Establishment Fees\* range from \$130 - \$350. Lender Monthly Account Fees range from \$2 - \$7. Personal Property Security Register fees range from \$7 to \$11.

### **What fees are payable to Gotham Tech Limited t/as LoanOptions.ai regarding my loan?**

A commission is paid by the Credit Provider to Gotham Tech Limited t/as LoanOptions.ai for assisting you to obtain finance. These fees differ depending upon the Credit Provider recommended and range from 0 – 6.25% of the amount financed\*. An origination fee is also paid by the Credit Provider to Gotham Tech Limited t/as LoanOptions.ai for assisting you to obtain finance. These fees differ depending upon the Credit Provider recommended and range from \$395 to \$995.

### **What fees are payable to Gotham Tech Limited t/as LoanOptions.ai regarding insurance?**

A commission is paid by the Insurer to Gotham Tech Limited t/as LoanOptions.ai for assisting you to obtain Insurance. These fees differ depending upon the Insurer recommended and range from 10% - 50% of the premium\*.

To ensure that our advisers prioritise the client's interests above their own, we follow an advice process that makes certain our recommendations are made based on the client's

personal goals and circumstances.

\*The actual amount payable is determined by the Credit Provider and Insurer and is subject to review and change

### **Will I receive additional information once my loan is approved?**

Before you enter into the consumer credit contract the lender recommended will provide you with key information about the terms of the contract including the annual interest rate, total interest charges and any fees and charges you must pay to the lender under the terms of the credit contract.

### **Terms of Payment**

If you proceed with our recommendations our fees and commission will be payable after your finance has settled or your insurance policy has been issued. Our fee will be included in your loan amount.

## **Financing your vehicle | Things you should know**

### **Consider your options before you buy**

At Gotham Tech Limited t/as LoanOptions.ai, we will never put you into a commitment you cannot afford. We will check whether the loan meets your needs and objectives and that you can afford the loan, without putting you in a financial situation that is too difficult to manage.

Borrowing money is a long-term commitment. It leaves you at risk if your financial situation changes, and you can no longer make payments. If you are concerned by job security, you could consider buying an older car or saving up enough cash to buy outright instead. You could also talk to us about Loan Protection Insurance.

### **Know your budget**

During our conversations we need you to have considered your budget for the loan and the other costs you'll be paying as well, such as fuel, insurance, and licensing fees. Understanding this means knowing you can make your payments on time.

### **Risk based pricing**

Interest rates for loans on vehicle or other asset purchases depend on a number of other factors including your credit history, income and financial position, the term of your loan, the amount you wish to borrow and the vehicle or asset that you are purchasing and its age. At Gotham Tech Limited t/as LoanOptions.ai we will compare over 20 lenders to get the desired outcome with a competitive rate and repayment based upon your unique profile.

### **Choosing the right loan for you**

Secured and unsecured. Car finance, Loans for people with adverse credit when it comes to loans and lenders, there are a lot of options. We will shop around for the best finance deal and lowest interest rates from our panel of lenders. If timing permits, we will obtain pre-approval for the finance, so you know all the terms before you buy a car.

### **If you are unable to make repayments**

If you can't keep up your repayments because something unexpected happened such as illness, injury, or losing your job, contact us as soon as possible and we will contact the finance company and assist you with a hardship application. We can ask your finance company to:

- Reduce the amount you pay by spreading payments over a longer period
- Take a payment holiday until a future date when you can start paying again and make interest-only payments for a period of time.

Even if you don't qualify for a hardship application, we can still approach the finance company to see if they can help.

## **Repossession and your rights**

If you can't make your vehicle loan repayments, the finance company may be able to take your vehicle away from you and sell it to repay your loan. This is called repossession. A lender can only repossess your vehicle if this right is specified in your credit contract and you have missed payments or broken another term in the contract, and they sent you a warning notice at least 15 days beforehand.

If the lender sells the car for less than the money you still owe, they will still require you to pay the remaining balance. The finance company cannot sell the car for an unreasonably cheap price. They must take reasonable steps to get the best market price for the car.



## Scope of Service Agreement

### Important information about Gotham Tech Limited t/as LoanOptions.ai

#### Financial Advice Provider

NZBN: 9429050975334, Financial Service Provider: FSP1005864

Email: [info@loanoptions.ai](mailto:info@loanoptions.ai)

P: 0800 467 006

W: [www.loanoptions.ai/nz](http://www.loanoptions.ai/nz)

We encourage you to read the important information given below. It may help you decide whether your financial needs may be met by engaging with us.

#### License status and conditions

We hold a financial advice provider license, issued by the Financial Markets Authority, to provide financial advice. We are also authorised by the financial advice provider license held by the insurers below to provide advice on general insurance products.

#### Nature and scope of financial advice service

We engage Nominated Representatives to provide financial advice on the following financial products:

#### Vehicle and Equipment Finance and Personal loan products

Gotham Tech Limited t/as LoanOptions.ai, through Nominated Representatives under its license, provides financial advice about vehicle and equipment finance and personal loan products only from the following providers (also known as Credit Providers):

- Auto Finance Direct | W: [autofinancedirect.co.nz](http://autofinancedirect.co.nz) **PENDING** •
- Avanti Finance | W: [avantifinance.co.nz](http://avantifinance.co.nz)
- Branded Financial Services | W: [brandedfinancial.co.nz](http://brandedfinancial.co.nz)
- Broadlands | W: [broadlands.co.nz](http://broadlands.co.nz)
- Community Financial Services (CFS) | W: [cfsfinance.co.nz](http://cfsfinance.co.nz)
- Flexi Commercial | W: [flexicommercial.com/nz](http://flexicommercial.com/nz)
- Finance Now | W: [financenow.co.nz](http://financenow.co.nz)
- Financial Holdings Limited | W: [fhlnz.co.nz](http://fhlnz.co.nz)
- Gem Finance (Latitude Financial) | W: [gemfinance.co.nz](http://gemfinance.co.nz)
- Geneva Finance | W: [genevafinance.co.nz](http://genevafinance.co.nz)
- Get Capital | W: [getcapital.co.nz](http://getcapital.co.nz) **PENDING**
- GoCar Finance (Owned by Money3) | W: [gocar.co.nz](http://gocar.co.nz)

- Heartland Bank | W: heartland.co.nz **PENDING**
- Instant Finance | W: instantfinance.co.nz **PENDING**
- Marac | W: marac.co.nz **PENDING**
- My Finance | W: myfinance.co.nz **PENDING**
- Oxford Finance | W: oxfordfinance.co.nz
- Partners Finance Lease | W: partnersfinance.co.nz **PENDING**
- The Co-operative Bank | W: co-operativebank.co.nz **PENDING**

## **General insurance products**

These are policies that insure your personal assets (e.g. motor vehicle, and watercraft etc). Gotham Tech Limited t/as LoanOptions.ai, through its Nominated Representatives, provides factual information about general insurance products, designed to insure the asset you are purchasing through us, from the following Insurers:

- Autosure Insurance | FSP:38802
- Janssen Insurance | FSP:1002521
- Quest Insurance Group | FSP:12861

## **Gotham Tech Limited t/as LoanOptions.ai provides a financial advice service related to:**

We only provide you with financial advice in relation to Personal Lending such as vehicle finance and personal loans.

## **Gotham Tech Limited t/as LoanOptions.ai does not provide financial advice service related to:**

- General Insurances (such as home, contents, vehicles, health and travel insurance)
- Mortgages secured against real estate assets
- Personal Risk insurance (such as life insurance, income protection insurance, mortgage protection insurance, total and permanent disability insurance, trauma or critical health insurance, and medical insurance)
- Investment products (such as shares, bonds, managed funds, etc.) and KiwiSaver products; and
- Estate planning (such as Wills, Enduring Powers of Attorney, and trusts of any description).

You will need to consult appropriate specialists if you would like advice in the above areas.

## **Duties**

Gotham Tech Limited t/as LoanOptions.ai and our financial advisers are bound by the following duties under the Financial Markets Conduct Act 2013 to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code of Conduct), which form part of the wider regulatory regime for financial advice and ensure we have the expertise necessary to provide you with advice; and

- Give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by our own interests or the interests of any other person connected with the giving of advice; and exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances; and
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct, to treat you as we should and to provide you with suitable advice.

## **Fees, expenses, or other amounts payable**

Gotham Tech Limited t/as LoanOptions.ai will charge an origination fee for the financial advice provided to you or for implementing that advice. Remuneration may also be paid by the product providers by way of commission. We may also charge a fee for the financial advice service provided to a client where a client cancels a fire and general insurance policy (or policies) within 24 months from the date that policy is put in place through us.

## **Conflicts of interest and commissions or other incentives**

Vehicle and Equipment Finance and Personal loan products:

Gotham Tech Limited t/as LoanOptions.ai will receive commission from the lenders who provide vehicle and equipment finance and personal loan products. If you decide to proceed, then the lender will pay commission based on the amount of loan settled with that lender or lenders.

General insurance products:

Gotham Tech Limited t/as LoanOptions.ai and its advisers will receive commission from the insurance companies who provide general insurance products. If you decide to take out a policy, then the insurance company will pay commission based on the premium that you pay. Our representative may also receive commission or other incentives.

Additional Remuneration:

From time to time, various product providers (described previously) may also reward Gotham Tech Limited t/as LoanOptions.ai for the overall business provided to them. They may give tickets to sports events, hampers, or other incentives.

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our recommendations are made based on your requirements and objectives and circumstances. Our representatives undergo annual professional development training about how to manage conflicts of interest. We maintain registers of conflicts of interests, and the gifts and incentives received.

## **Complaints handling and dispute resolution**

Gotham Tech Limited t/as LoanOptions.ai takes all complaints seriously and works to resolve them as quickly as possible. If you wish to obtain information about how to make a complaint and an overview of our internal complaints process please email [info@loanoptions.ai](mailto:info@loanoptions.ai). If you are unhappy with our financial advice service, and wish to make a complaint, please contact your financial adviser so he or she can try to put things right.

Our website also provides information about, and the contact details of, the dispute resolution scheme we belong to. That scheme provides a free and independent service that may help investigate or resolve your complaint if we haven't been able to resolve your complaint to your satisfaction.

If you do not feel comfortable discussing your concerns with your adviser, you can call us on 0800 467 006 between the hours of 8:30 am – 5 pm weekdays. Email us at [info@loanoptions.ai](mailto:info@loanoptions.ai) or write to us at SUITE A FLOOR 8, 152 QUAY STREET, AUCKLAND, 1010, addressing your letter to the attention of the General Manager.

### **How your Complaint will be handled**

We will deal with your complaint using our internal complaints handling process:

- We will investigate your complaint by analysing the information you provided us; and We may contact you to get additional information about your complaint; and
- We aim to resolve your complaint within 40 days of its receipt and advise you, in writing, our proposed resolution to your complaint.

If we cannot resolve your complaint within 40 days of receipt (or any additional time you have given us thereafter, at our request) you can contact the Financial Services Complaints Ltd (FSCL).

FSCL provides an independent external dispute resolution service to consumers with complaints about their financial service providers. This service will cost you nothing and will help us to investigate or resolve your complaint if it is not resolved to your satisfaction using our internal complaints process. You can contact the Financial Services Complaints Scheme at:

A: Level 4, 101 Lambton Quay, Wellington 6011 or P O Box 5967, Wellington 6140

E: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

W: [www.fscl.org.nz](http://www.fscl.org.nz)

T: 0800 347 257 or +64 4 4723725