



FINANCIAL
DISPUTE
RESOLUTION

Financial Dispute Resolution (FDR)
Annual Report
1 July 2013 – 30 June 2014

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Scheme Director's report

It has been an exciting year with increased membership numbers, positive member satisfaction survey results and more members seeing the benefits of complying with the requirements to inform their customers of their complaints and dispute resolution processes.

Significantly, FairWay Resolution Limited (FairWay) took over ownership of Financial Dispute Resolution (FDR) from the government when it decided to disestablish the reserve scheme at 30 June 2014.

We are proud to report that with the exception of one area beyond our control, we achieved all key performance indicators set for us by the government to operate the reserve scheme.

For the year end 30 June 2014, membership numbers increased by 3% to 1,751, despite significant terminations throughout the year as members either chose to discontinue, or were deemed to no longer be providing a financial service in New Zealand. Almost 100% of reserve scheme members transferred to the approved scheme, reflecting the annual satisfaction survey results that showed a 91% satisfaction rating and a net promoter score of +20.

The overall enquiry level was slightly up on previous year with 6,364 contacts. Most of this enquiry related to membership about new applications, adviser or associated company updates, terminations, reconciliation and billing, and establishing and promoting their internal complaints handling process.

812 contacts related to complaints. 356 of those related to new complaints registered, which was down 32% from an extraordinarily busy last year. 54% or 188 of the new complaints related to providers failing to follow instructions and 17% to the financial service provider's decision. 34% or 117 complaints related to one online investment trading platform, with several finance companies featuring next with combined complaints representing 78 or 22% of all complaints registered.

The scheme resolved 148 disputes. Three were withdrawn and two were found outside jurisdiction. 140 of the disputes resulted in decisions that upheld the complaint. Four new systemic issues were reported to the Financial Markets Authority — a pay day lender and three online forex trading platforms.

Over 50% of the scheme's complaint enquiries registered were from non-residents complaining about their online foreign exchange trading platform, which is significantly disproportionate to membership numbers. This is a consequence of several factors:

- the complexity of the product and the operating environment
- complex and often inaccessible terms and conditions that indemnify and protect the provider at the expense of the consumer
- complainants are obscured by the promise of high returns "supported by" New Zealand's badge of credibility and are sometimes presented as a guarantee; security of jurisdiction and dispute resolution if things go wrong.

We are now observing a trend by some of these providers to avoid direct relationships with retail investors by working through independent brokers who they would classify as wholesalers, which precludes the need to belong to a dispute resolution scheme.

As we have found over the past three reporting periods, the prevailing underlying issues are due to consumers too readily agreeing to, or failing to understand, terms and conditions. Some financial service providers do not take responsibility for ensuring consumers understand those terms and conditions — especially what happens if things go wrong, and disclosure of fees and costs if the contract is changed or terminated early.

While the underlying systemic issue has been about poor disclosure of complex and inaccessible terms and conditions, a general compliance issue is providers inadequately promoting and making accessible their complaints handling process and external disputes resolution scheme. That said, many members have improved — where we now see disclosure and invitations for feedback on the homepage of websites and terms and conditions in more simplistic language.

However consumer awareness of the scheme (and other schemes) does remain unsatisfactorily low and this was affirmed in the review of the Financial Service Providers (Registration and Dispute Resolution) Act 2008 (the Act) undertaken by the Ministry of Business Innovation and Employment (MBIE) in 2013. Subsequently joint initiatives to promote consumer awareness have been set in place with the other dispute resolution schemes.

Operating the reserve scheme for the government has been very rewarding as it has enabled FairWay to innovate a leading edge industry for a consumer dispute resolution scheme which proactively helps providers and consumers resolve issues early through effective complaint handling. We are pleased to report that FairWay has successfully delivered the reserve scheme for the government and financial sector.



Stuart Ayres, Scheme Director

FairWay Resolution

Ownership and governance

FairWay is the trading name for FairWay Resolution Limited, which replaced Dispute Resolution Services Limited in 2013. The company was established in 1999, and on 1 July 2011 became a Crown-owned company under Section 4 of the Public Finance Act 1989. Its shareholding ministers are the Minister of Finance and the Minister for ACC. FairWay's board reports to the Ministers through the Ministry of Business, Innovation and Employment. The Chairman of the Board is Peter Blades. Other board members are Anita Chan QC, Tupara Morrison, Daniel Nakhle, Mark Sandelin and Tarun Kanji. FairWay's Chief Executive, Greg Pollock, joined the company in January 2013.

About FairWay

FairWay's vision is to be the leading conflict management services provider by protecting consumers' rights, assisting people to resolve disputes themselves, and strengthening organisations' reputations by improving their conflict capability. Organisations that invest in building capability for constructive conflict and complaints management reap the

rewards through enhancing their reputation, improved internal and external relationships and customer advocacy, business intelligence, services and products, and improving profitability.

FairWay's services span the full conflict management cycle from prevention to complaints management and dispute resolution. Its triage service provides for end to end case management and customer care to optimise business efficiency and intelligence, and customer satisfaction. Effective complaints management is seen by many organisations as central to their business model.

FairWay is an independent, Crown-owned company with around 100 staff and offices in four centres in New Zealand. It handles over 14,000 disputes each year — of all kinds and all levels of complexity, including medical, insurance, family, business to business, rural, financial services, telecommunications and real estate.

FairWay works with organisations that care about their stakeholders' experiences to custom-design and optimise the benefits of effective complaints management and dispute resolution services.

Organisations that have chosen FairWay to partner them include Accident Compensation Corporation, Christchurch Earthquake Recovery Unit, Ministry of Justice (Family Court), Local Government New Zealand (LGNZ), the Real Estate Agents Authority (REAA), Ministry of Business, Innovation and Employment (Consumer Affairs), the Financial Dispute Resolution reserve scheme and the Telecommunications Carriers Forum with the Telecommunications Dispute Resolution scheme.

The scale, multi sector experience and expertise give clients confidence in FairWay's ability to meet their evolving needs in order to deliver superior service to their customers. The business maintains robust privacy policy and procedures, fulfilling a commitment to protecting the privacy of all parties to a dispute. This reflects a thorough understanding of technical and legislative issues that arise in different sectors that use FairWay's services.

About Financial Dispute Resolution

Financial Dispute Resolution (FDR) is an independent dispute resolution scheme that helps consumers and financial service providers resolve disputes as early as possible. The scheme is free for consumers to use. It was the Government's reserve dispute resolution scheme during the 2010-14 period, as defined in the Financial Service Providers (Registration and Dispute Resolution) Act 2008 (the Act) and was owned and managed by Consumer Affairs within the Ministry of Business Innovation and Employment (MBIE). This is the final annual report for the scheme as the Government's reserve scheme.

FDR operates under the Financial Service Providers (Dispute Resolution – Reserve Scheme) Rules 2010 (the Rules), and the Financial Service Providers (Dispute Resolution-Reserve Scheme Fees) Rules 2010.

FairWay was awarded the contract to operate FDR, the reserve scheme which began operating on 1 October 2010. In April 2013, the Minister announced the disestablishment of the reserve scheme which came to pass on 30 June 2014. At the same time the Minister announced that FairWay had been approved as an approved scheme, which meant that reserve scheme members could seamlessly transfer to the approved scheme without cost and hassle, with reserve scheme membership jurisdiction and entitlements conferred.

FDR team

FDR is resourced to provide effective, efficient, independent, accessible, fair and accountable alternative dispute resolution services for its members and their customers. Because of FairWay's size the resource is scalable to meet fluctuating demands.

The Scheme Director is independent from the jurisdictional process and the Scheme Adjudicator is independent from business aspects. They are supported by a team of Facilitators, Conciliators and Adjudicators who have been specifically trained to manage disputes in the financial services sector.

Full profiles can be found at www.fdr.org.nz

Subject matter experts

FDR has an independent panel to call upon when subject matter expert opinion is required by the Scheme Adjudicator. Their full profiles can be found at www.fdr.org.nz

Responsibilities and process under the reserve scheme rules

Members are bound by the reserve scheme rules. A breach of the rules could mean termination of membership and deregistration as a financial service provider.

One of the primary responsibilities for members under the rules is that they must maintain, promote and make accessible a complaints procedure for their customers and use best endeavours to resolve complaints under those procedures.

FDR's responsibility

FDR is responsible for giving general advice to members on the development and maintenance of good complaints procedures and for monitoring and reporting on members' compliance with the rules. Every scheme member was given guidelines to implement and operate an internal complaints process and how to access and work with the external scheme FDR's dispute resolution process.

The guidelines given to members are based on international standards AS ISO 10002 "Guidelines for complaint handling in organisations". All members have been surveyed as to whether they operate and disclose a complaints process and many have been called upon to produce evidence and offered training where agreed.

A full copy of the reserve scheme rules can be found at www.fdr.org.nz

FDR's process

FDR's dispute process is based on the AS ISO 10002 "Guidelines for complaint handling in organisations"; and the principles of the Australian Benchmarks for Industry Based Customer Dispute Resolution Schemes — accessibility, effectiveness, efficiency, independence, fairness, accountability, and the methodologies of dispute resolution.

FDR cannot consider complaints within jurisdiction unless the complainant has first made the complaint to the member's internal complaints procedure. However we recommend complainants contact FDR in the first instance so that we can ensure accessibility to the member's internal complaints procedure, monitor for systemic issues and complainant satisfaction and accessibility to redress.

Throughout both the internal and external process, FDR assists the parties to reach early resolution in order to try to prevent complaints escalating through to the FDR dispute resolution process. Disputes can be a consequence of poor complaint management and we help members develop best practice complaints management systems and practices so that they are best equipped to resolve complaints to the complainant's satisfaction.

The complaint can be escalated as a dispute to the four-level dispute resolution process if it has not been resolved within the member's complaints procedure. That is, if the complainant is not satisfied with a scheme member's decision or "deadlock" has been reached.

Scheme activity

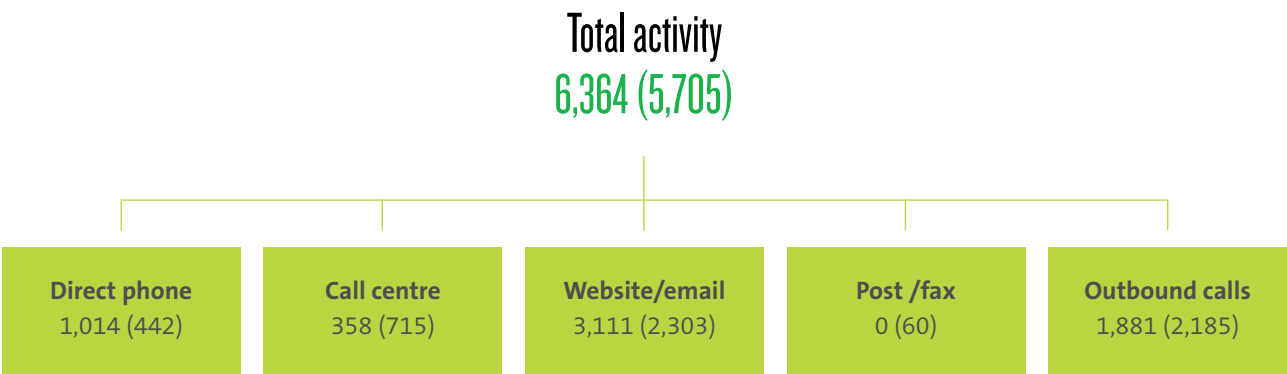
The overall enquiry level increased by 11% over the previous year with a total of 6,364 contacts. Most of this enquiry related to membership – new applications, adviser or associated company updates, terminations, reconciliation and billing, and enquiries about being compliant with the Rules and the Act.

FDR usually measures activity by volume of phone calls and facsimiles but with the increasing use of online communications, we now include that channel when monitoring

and reporting on the activity of our facilitation team. This data, which is over 50% of all enquiry recorded by our Facilitators, does not include the phone calls, emails or personal calls of Scheme Director, nor the 1,832 notifications from the Financial Service Providers Registrar (FSPR).

The total activity equates to 28 contacts (14 contacts per Facilitator) per day, and includes outbound calls to complainants, members, FSPR and other stakeholders.

To ensure inbound telephone calls are answered within the key performance indicators agreed with the Ministry, overloads and out of hours are outsourced to a call centre which answered approximately 26% of the total calls. This is a positive reversal on last year where the call center answered 70% of the total. Responsiveness KPIs at 94% were again well above the 70% benchmark.



Type of inbound enquiry

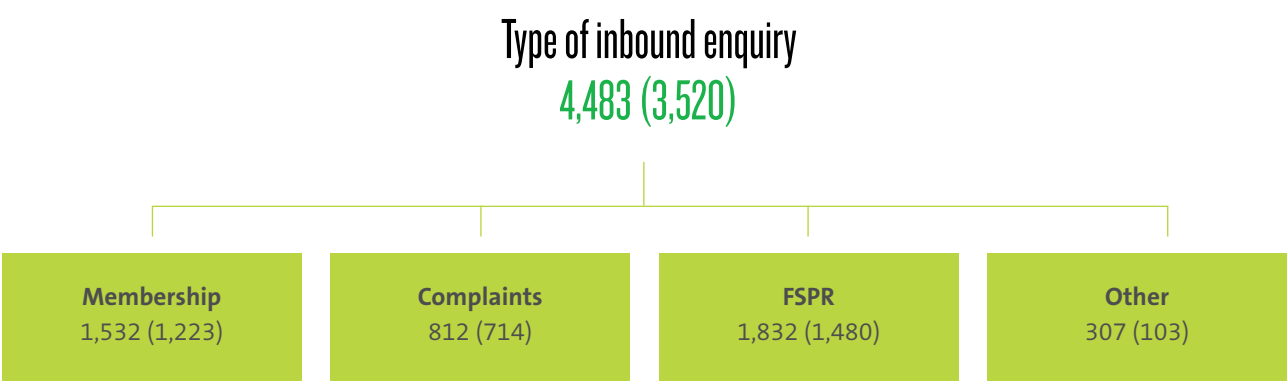
Of the total activity, 4,483 contacts were inbound, of which 88% related to membership. Forty eight per cent were from members or providers enquiring about membership, membership renewal or responding to reviews about their complaints management procedure, reflecting our enquiry to ensure they are compliant and effectively managing conflict.

Forty percent of the enquiries were from FSPR seeking membership verification for annual renewal of registration; advising of notices to terminate membership, and reconciling names and contact details.

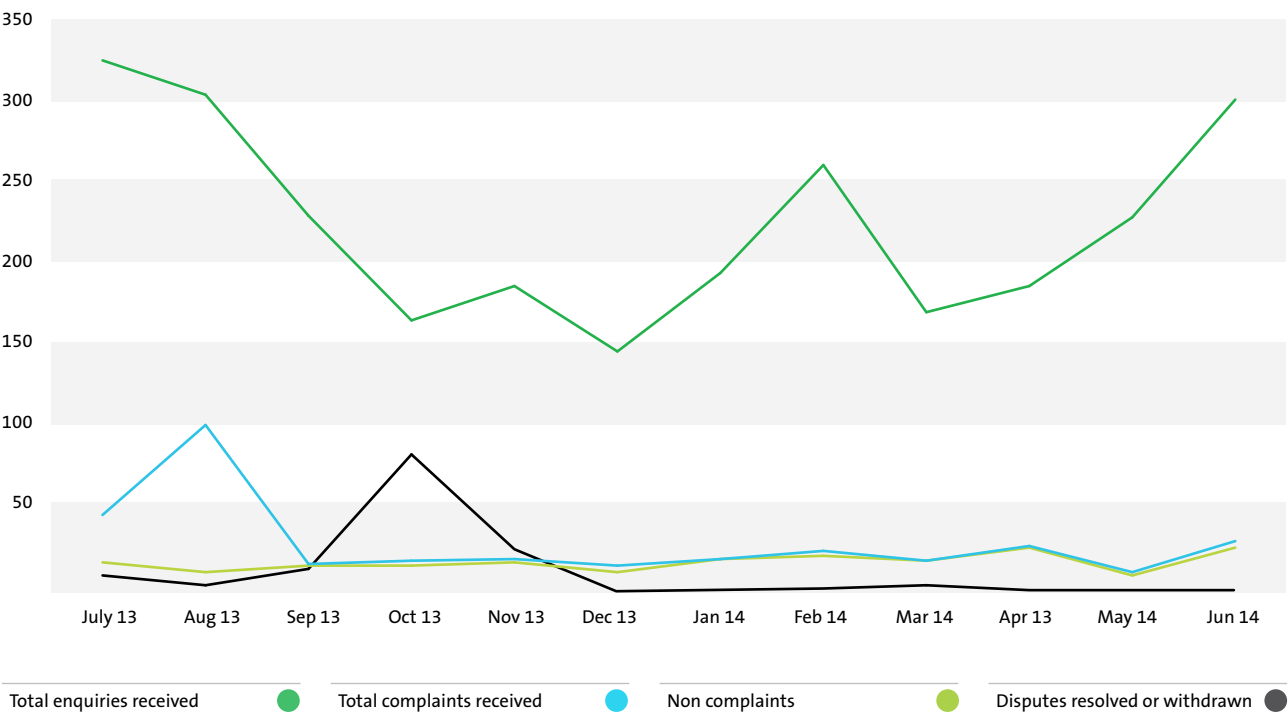
Many providers decided to not renew their registration as they (or one of their associated businesses) were no longer providing a financial service, and many had their

registration terminated by the Registrar as they could not verify that they were providing a financial service from a place of business in New Zealand.

812 contacts related to complaints and 356 of those related to new complaints registered, down 32% from an extraordinarily busy last year.



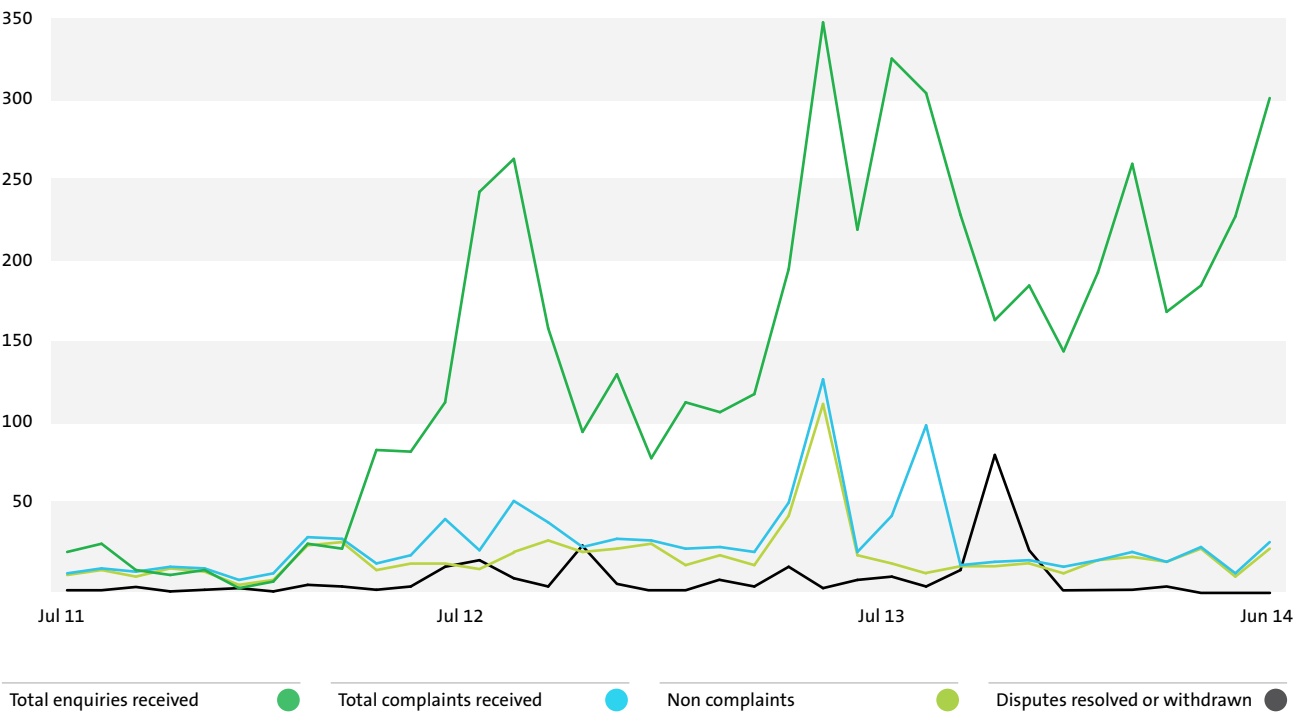
FDR – Summary of enquiries/complaints/disputes 2013-2014



Most activity is handling scheme members enquiries about changes to their membership status or managing issues within their complaints handling process.

As expected the level of enquiry has increased as the scheme has matured over the past 4 years.

FDR – Summary of enquiries/complaints/disputes 2011-2014



Complaints registered

Overview

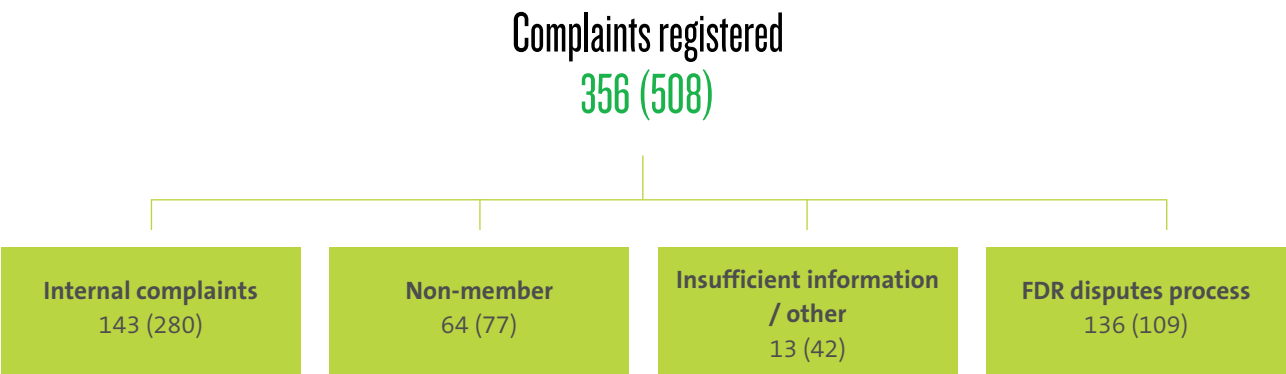
‘Complaints registered’ are all complaints received before considering jurisdiction. They include complaints that have not yet been considered or reached deadlock within a member’s internal complaints process; and complaints that, if “deadlocked” may have been subsequently deemed outside jurisdiction because for example, “the provider was not providing a financial service from a place of business within New Zealand”. FDR can only decide jurisdiction once escalated to the

FDR process, and not, for example in the case of “provision of service”, on membership application. They also include complaints about members of other schemes.

The year

There was a 32% decrease in complaints registered on the previous period, which was an extraordinary year of issues relating to one online FX trading platform provider. Two hundred and seventeen complaints were outside jurisdiction, of which 143 were referred back to the

member’s complaint handling process. However FDR maintained an oversight on these complaints to ensure the complainant obtained access to the member’s complaint handling process, and to enable monitoring for trends and consumer satisfaction. Sixty four of the complaints registered but outside jurisdiction were about members of other dispute resolution schemes and referred to them accordingly. The remaining 136 complaints were within jurisdiction.



Complaints category

Complaints registered
356 (508)

Instructions 188 (261)	Failure to follow 188 (249)	Delay 0 (7)	Incorrectly processed 0 (5)
Transactions 13 (95)	Unauthorised 7 (78)	Dishonoured 3 (8)	Incorrect payment 3 (9)
Decision 58 (36)	Claim declined 26 (19)	Inappropriate debt collection 11 (8)	Other 21 (9)
Advice 10 (0)	Failure to provide 5 (0)	Incorrect 5 (0)	
Service 29 (39)	Poor quality 22 (15)	Technical problems 1 (17)	Other 6 (7)
Financial Difficulty 24 (24)	Default notice 3 (6)	Failure to respond to request 11 (9)	Other 10 (9)
Charges 7 (17)	Incorrect charges 7 (17)		
Disclosure 8 (0)	Misleading 4 (0)	Insufficient 4 (0)	
Other 19 (36)			

The year

As was the case last year, most complaints related to issues with online forex, commodity or investment platforms.

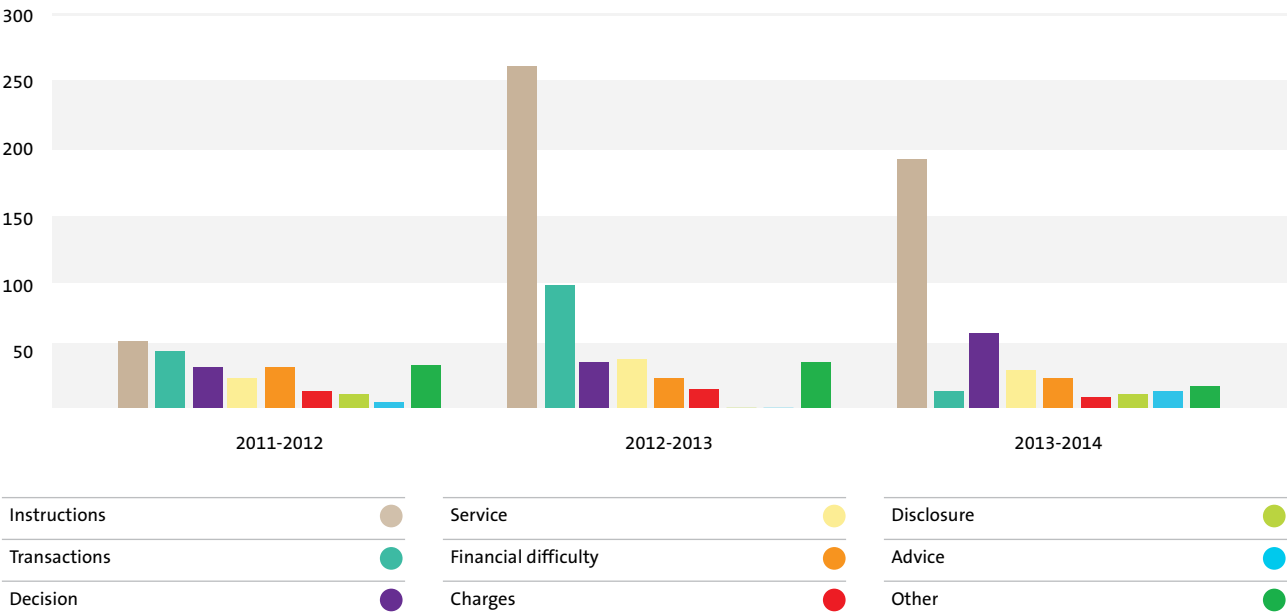
Failure to follow instructions (188 / 53%)

One hundred and eighty eight of the 356 complaints registered in the year alleged that providers failed to follow instructions.

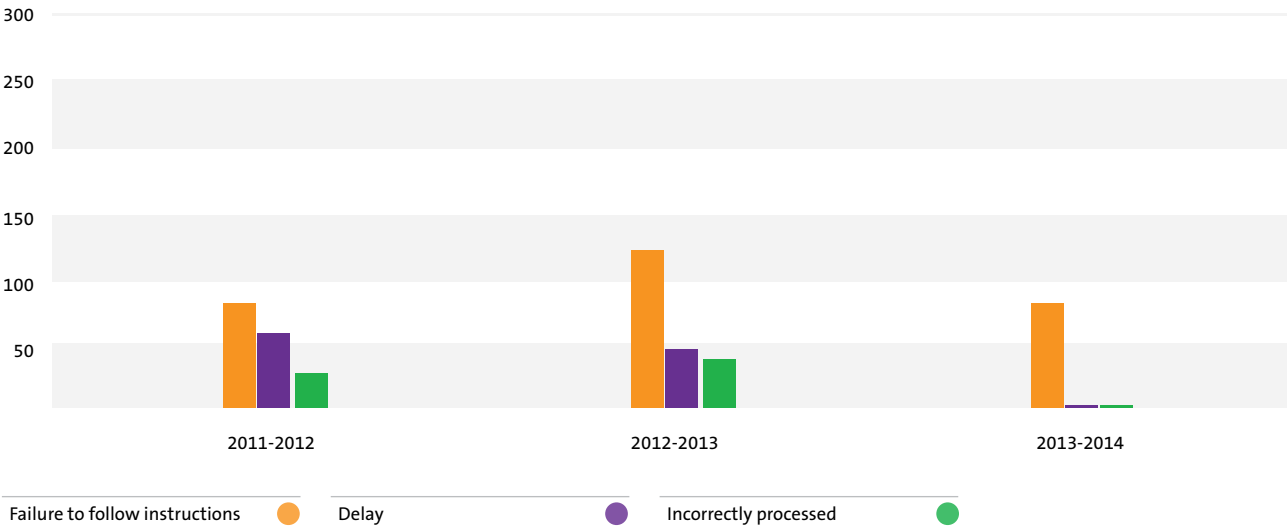
Two thirds of those (117) related to Goodsense Investments Limited, where the (non- resident) complainants alleged they had

not received the refund of the balance from their investment account. The member claimed it was endeavouring to trace the brokers to seek compensation for clients, as it had remitted investor funds through European clearing houses. The member subsequently deregistered from the FSPR and terminated membership of the scheme. To our knowledge investors have yet to receive their money.

Complaint categories



Instructions



Decisions (58 / 16%)

Fifty eight decisions related to the providers' decisions and almost half, or 26 of these were insurance claims declined.

Eleven of these complaints were about insurance company decisions to decline claims for a lost mobile phone. One of these complaints escalated to adjudication and was not upheld. None of the remaining complaints escalated beyond the internal complaints process as either the insurance company resolved the issue with the insured or the complainant withdrew their complaint when we sought additional evidence or reality tested with them. It became apparent the

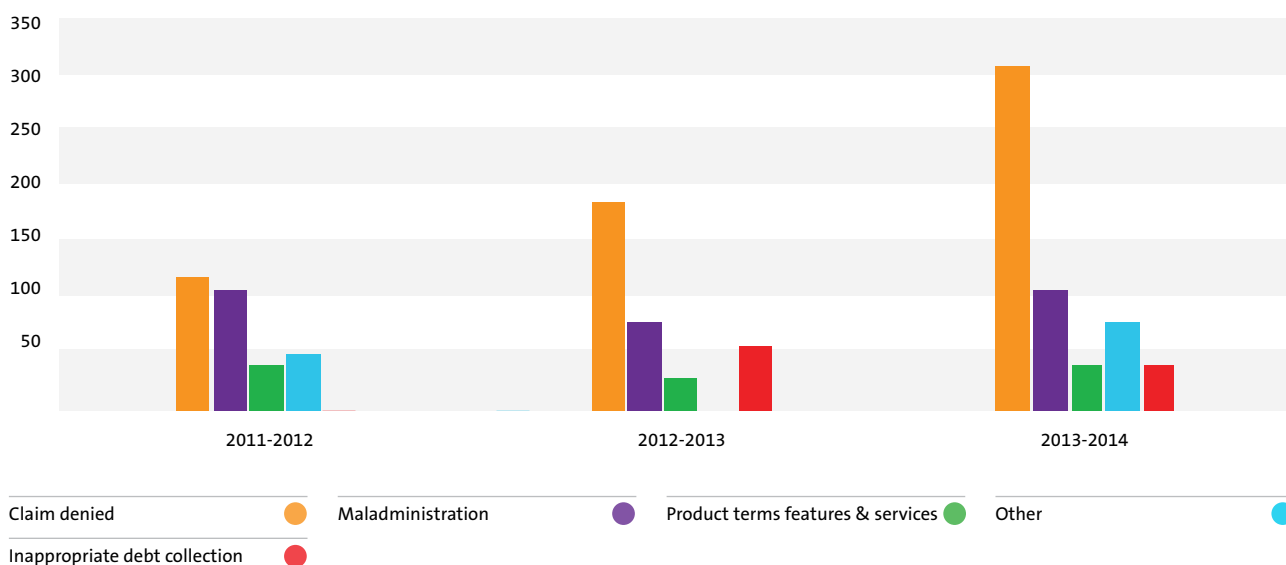
individuals concerned were within a particular cohort of non-residents who would "lose" the phone, make a claim against the insurance policy, and we believe send the phone to their home country before themselves returning.

The insurer would decline the claim on the basis that the phone was not kept in their possession at all times. The insured would then complain to FDR. A systemic issue was developing where the member was not verifying employment information required to obtain no deposit finance – where insurance is required. The retailer has since enhanced their process to check the credentials and proof of employment of applicants.

The only other complaint to escalate to a dispute was withdrawn when the complainant realised – when exchanging information at Facilitation – that they had no case against the insurance company.

A further 11 consumers complained that their finance company or lender acted inappropriately when enforcing recovery of their debt. Four were outside jurisdiction, whilst all but one was resolved between the parties. The only one that escalated to the disputes process in the latter part of the year remains subject to an adjudicated decision as parties are bitterly divided over an action under a mortgage security.

Decisions



Advice (10 / 3%)

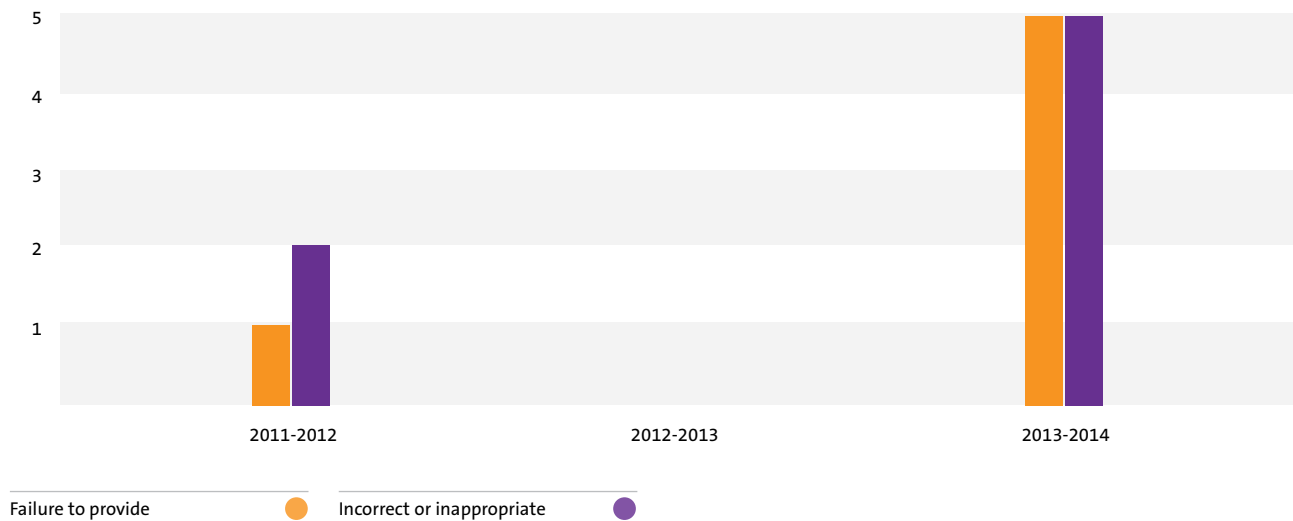
Only ten of the total related to failure to provide advice or inappropriate advice given. Four were outside jurisdiction altogether and four were resolved within

the members internal complaints handling process.

The remaining three of these complaints alleged inappropriate advice to invest in a company which subsequently went into liquidation

and escalated to adjudication. However these were not upheld as the member provided evidence of advice and the complainants could not provide sufficient evidence supporting their claim.

Advice



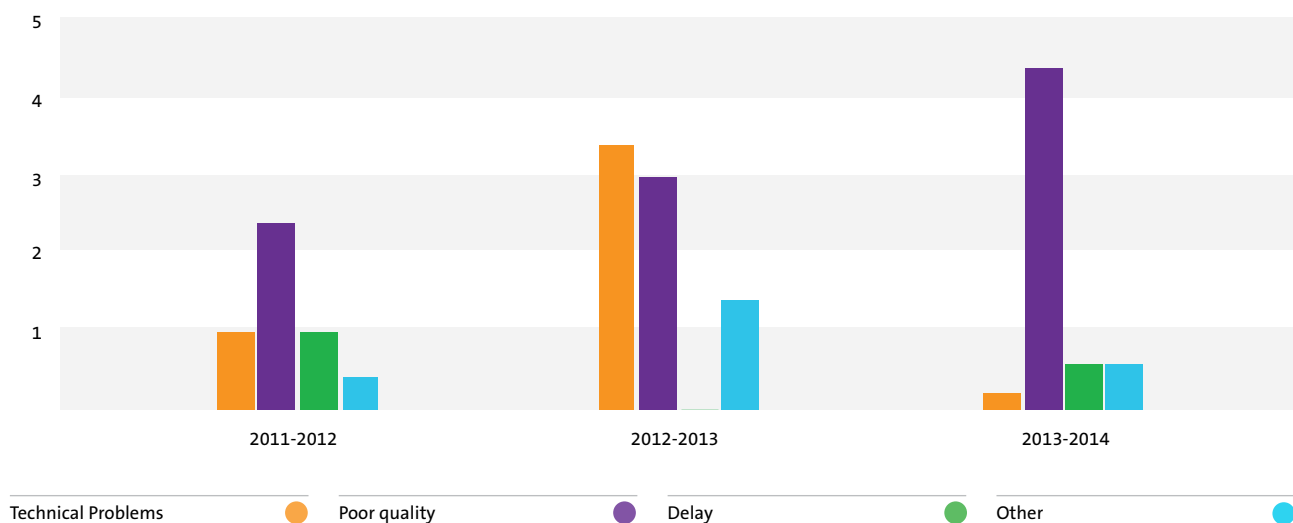
Service (29 / 8%)

Twenty one of the 29 complaints related to poor service by finance companies or pay day lenders. All

were resolved by the members concerned. One of the 29 complaints escalated to a dispute and was settled by the parties through a Facilitator assisted process.

The complainant was concerned that the provider had a conflict of interest using information to its advantage.

Service

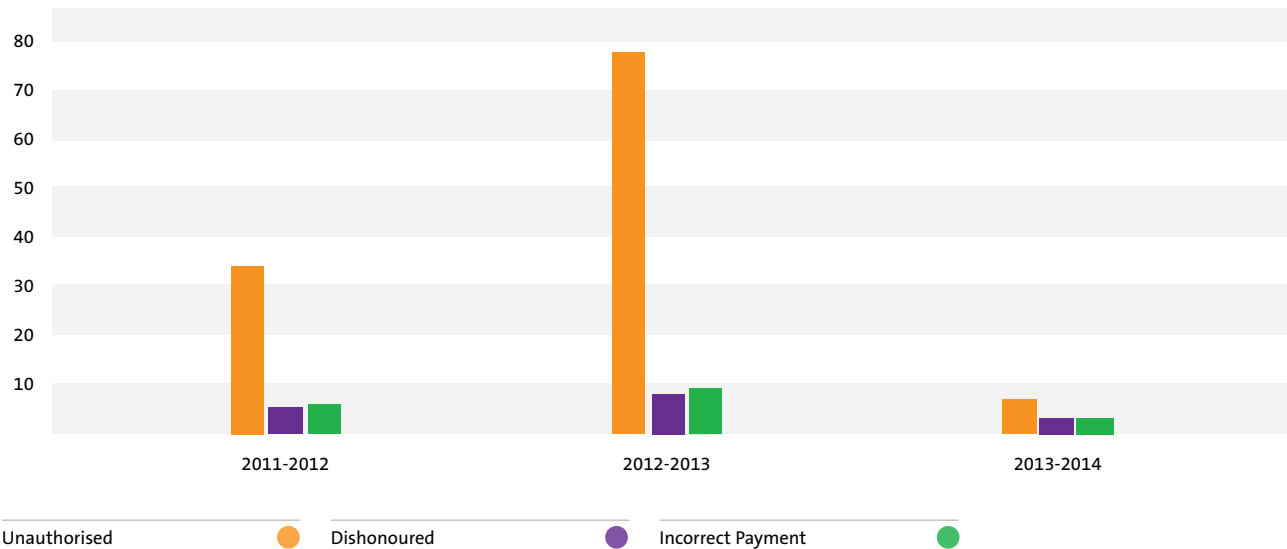


Unauthorised transactions (13 / 4%)

It is pleasing to note a 90% drop in unauthorised transactions from an extraordinary number last year

which related to one member who, it would seem, fraudulently sequestered investors' funds.

Transactions

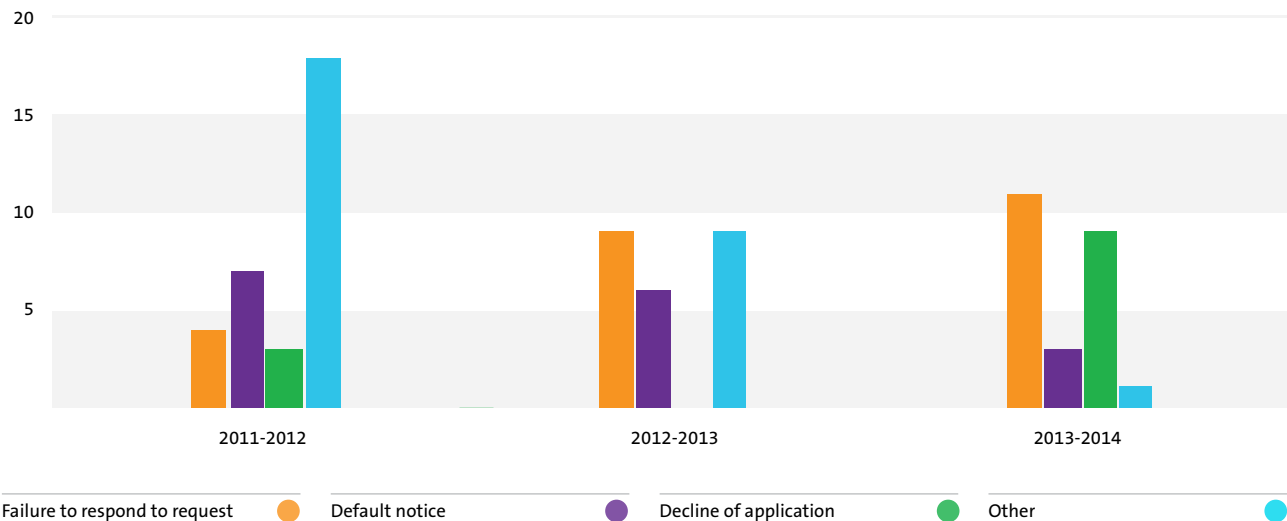


Financial difficulty (24 / 7%)

Not as many complaints as one would expect, yet no cause for

complacency as we need to continue efforts to raise awareness of complaints and financial literacy among the vulnerable groups.

Financial Difficulty

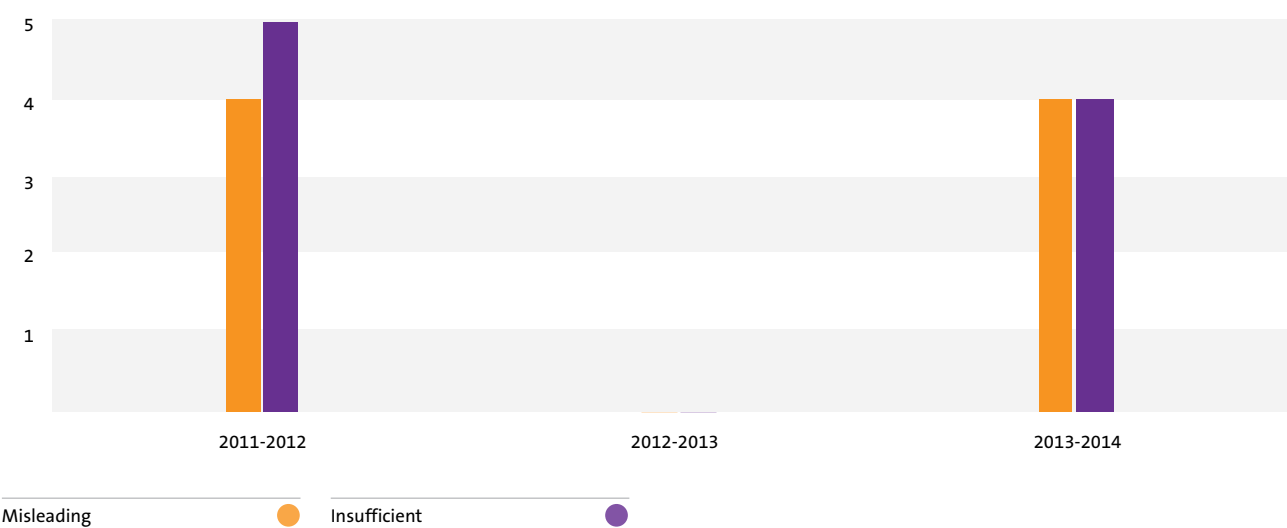


Disclosure (8 / 2%)

Whilst only eight complaints pointed to insufficient or misleading disclosure, many of the complaints, including unauthorised transactions, decisions and failure to follow instructions, had their genesis in poor disclosure of the terms and

conditions which we often found to be complex, obscure, full of legalese and hard to find. The complaints process was also hard to find in some disclosure statements. Poor disclosure in one form or another has become the predominant systemic issue.

Disclosure



Who were the complaints about?

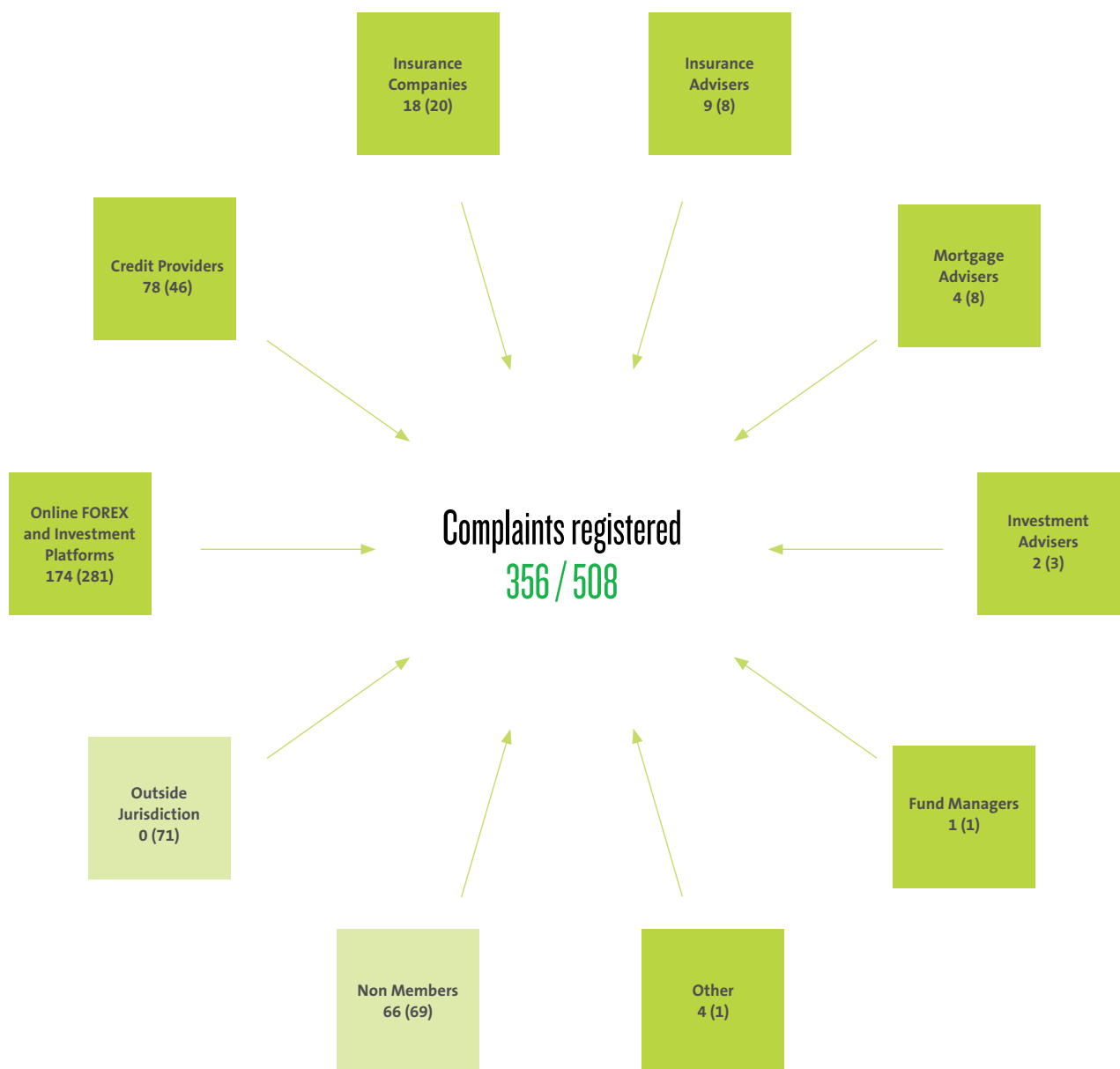
We note and categorise all complaints received, including non members. Therefore 290 complaints registered related to members.

As we found last year, 50% of the complaints registered related to online forex and investment trading platforms, all foreign owned. The Goodsense complaints referred back to their internal complaints process towards the end of the previous

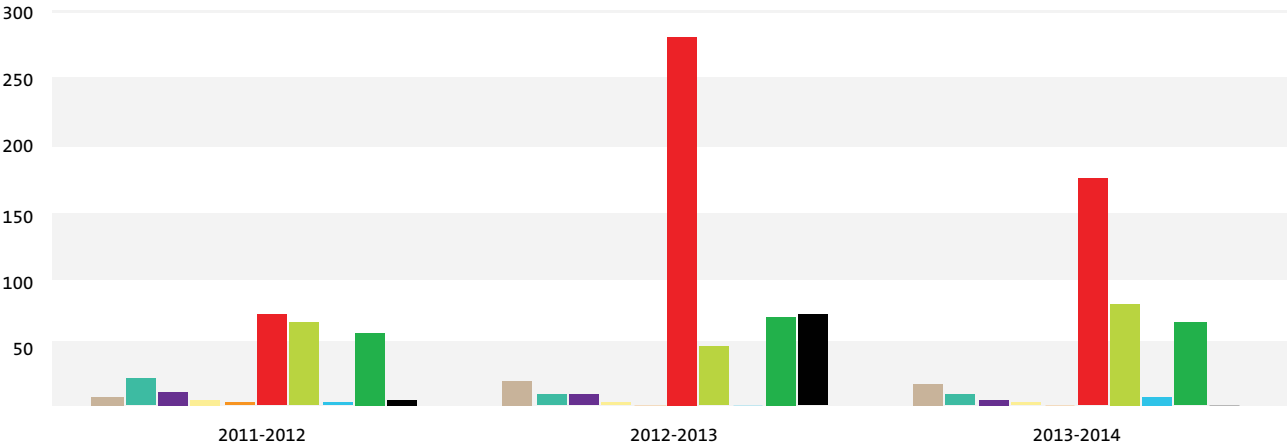
year were unresolved, and therefore escalated for resolution by way of adjudication in this period.

It is not surprising to see a 70% increase in complaints about credit providers, following efforts to raise awareness of the scheme(s) by Consumer Affairs, the dispute resolution schemes and the providers themselves to promote and make accessible their complaints handling process directly to vulnerable groups in our community.

On the other hand complaints about advisers remains disproportionately low compared to their representation in membership numbers. This could be due to advisers providing good advice, good complaint handling practice or a low awareness by their clients of what to do if things go wrong – due to poor disclosure of the complaints process.



FDR complaints by type



Insurance Companies		Fund Managers		Other	
Insurance Advisers		On Line Forex & Investment Platforms		Non Members	
Mortgage Advisers		Credit Providers		Outside Jurisdiction	
Investment Advisers					

Where were the complaints from?

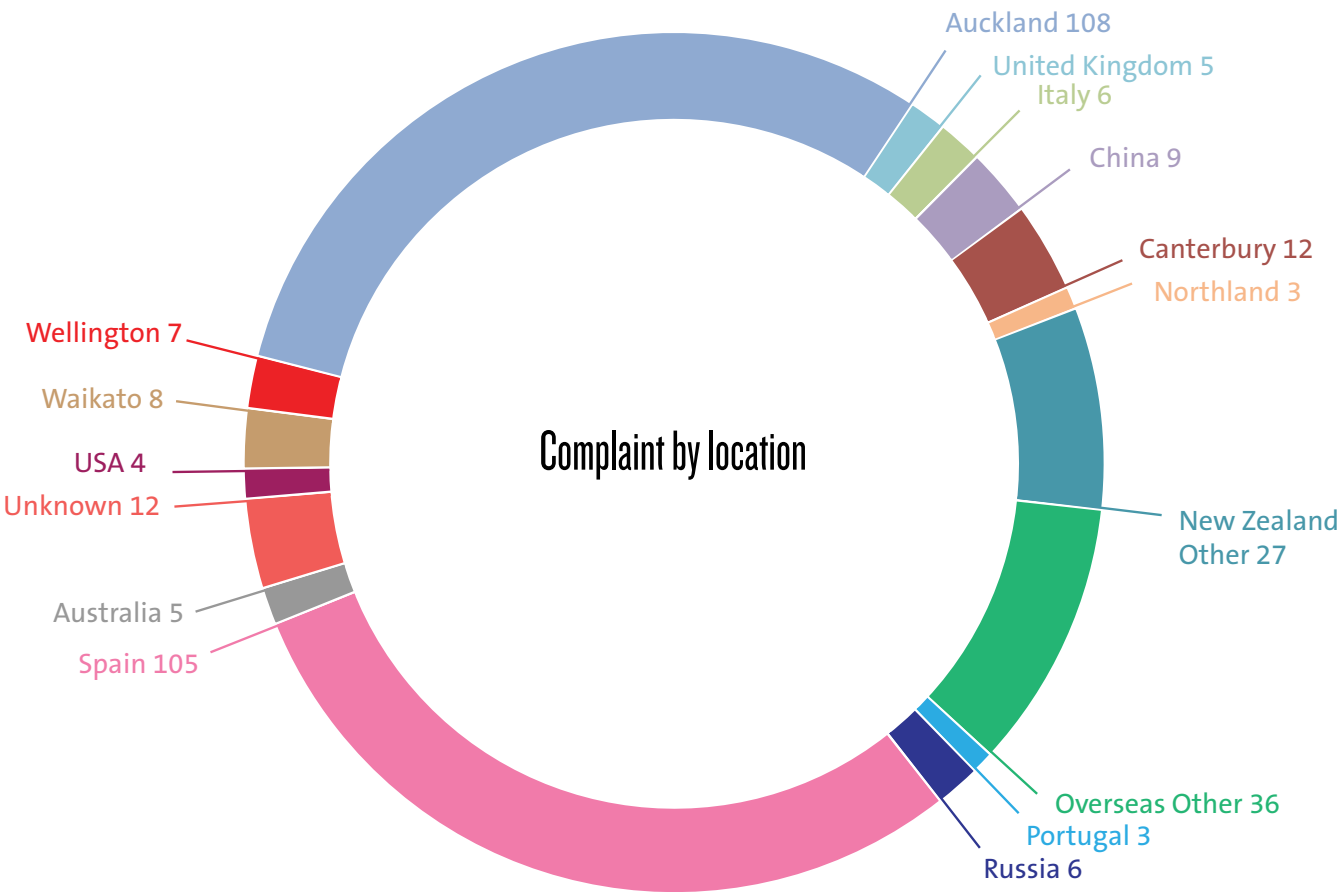
Predictably over 50% of complaints were from overseas non-residents. Most of the online trading platforms exclude New Zealand residents from trading. As reported elsewhere most of these complaints were upheld by the adjudicator, but unfortunately the complainant is not protected by the New Zealand courts to have the order enforced. The non-resident is left to their own devices to recover the order – a somewhat hollow victory. FDR has no ability to enforce orders other than to apply to a New Zealand court or to terminate membership.

This explanation may give an insight as to why these traders exclude New Zealand residents from trading. The regulator has recently become interested in some of these providers using New Zealand’s reputation to promote their services to often unsophisticated investors from around the world.

The operators are from offshore origins themselves who have registered as a financial service provider in New Zealand, and are required to belong to a financial dispute resolution scheme. Many have subsequently failed renewal of registration as they could not prove that they were providing a financial service in New Zealand and have had their membership terminated as a result.

FDR cannot make a ruling on “place of business” until it undertakes a jurisdictional check when considering a complaint that has escalated from the member’s complaint handling process.

Otherwise, twice as many complaints were received from Auckland residents as from the rest of New Zealand, which roughly equates to the proportion of membership with registered offices based in New Zealand’s largest city.



In jurisdiction

FDR can cover disputes from individuals or qualifying groups if they are a “retail client”. Disputes must be about the conduct of a financial service provider supplying a financial service from a place of business in New Zealand, and may relate to an alleged breach of a contract, a statutory obligation, an industry body, or any other legal obligation or an unfair practice.

A complaint must be considered by a member first and referred to the reserve scheme after a decision notice or deadlock notice has been given to the complainant by the member, within three months. Compensation claimed must not be more than \$200,000 and the complaint must not relate to a members’ general policies and practices or commercial judgments or investment performance.

Two hundred and seventeen or 61% of the complaints registered were outside jurisdiction. One hundred and forty two or 40% were referred

back to the member’s formal complaints procedure; 18% related to members of another scheme, with seven providing insufficient information at that point to proceed. The other four were for various reasons.

FDR maintains an overview of the complaints referred back to the member’s complaints procedure to ensure complainants get access to redress of their issue with the member and are therefore included in statistics.

The remaining 148 disputes were within jurisdiction. Four were withdrawn at early resolution and 144 resolved. Of those, two were resolved at Facilitation (Level 1); none at Conciliation (Level 2) and 142 or 99% were decided by adjudication (Level 3). 135 disputes were upheld and decisions were accepted by complainants; seven were not upheld and not accepted by complainants. Eight remained “on hand” as work in progress at annual review date.

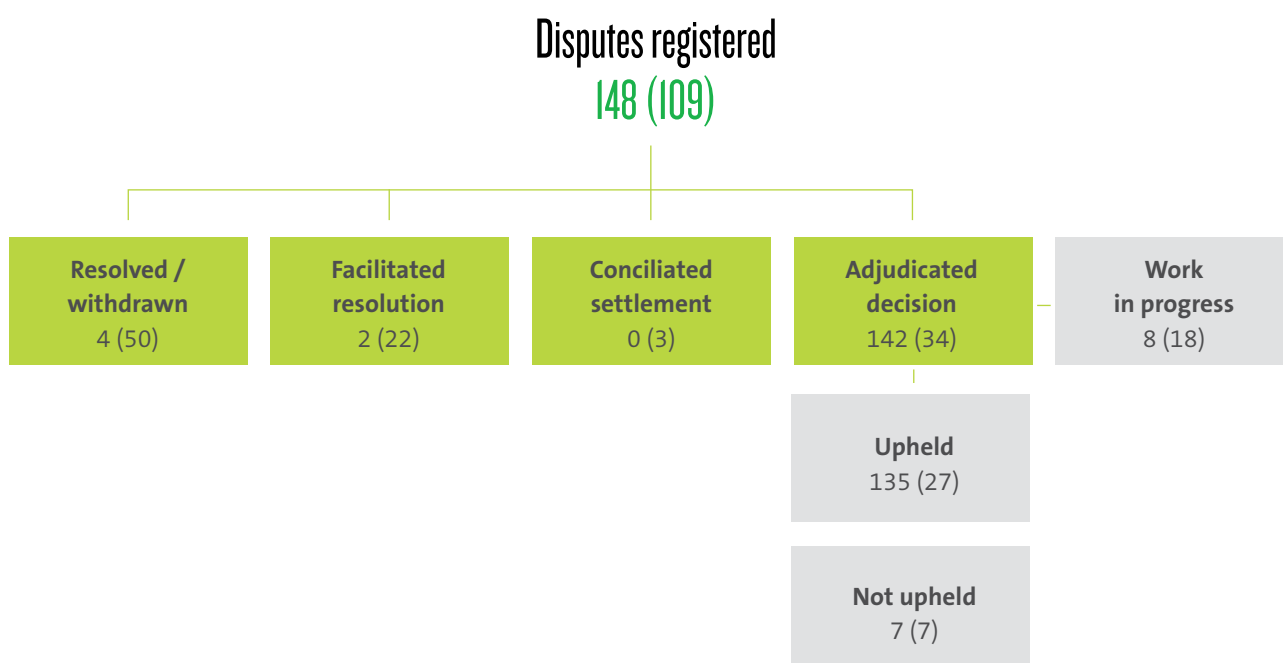
In jurisdiction outcomes

Adjudicated decisions (L3) – 142

Upheld – 135

Ninety five percent of the adjudicated decisions were upheld, resulting in awards totaling NZ\$4,589,406 for the year.

One hundred and thirty two or 97% of those related to Goodsense Investments Limited (spread “betting”), where complainants alleged that Goodsense “failed to follow instructions” by not liquidating and returning investments. The claims were not denied by the scheme member and were therefore upheld by the adjudicator. Goodsense was ordered to refund a total of NZ\$4,427,154. Goodsense did not comply with the orders and its FDR membership was terminated, resulting in de-registration at the FSPR.



Two of the remaining three upheld complaints related to an online investment platform that “failed to properly disclose” transfer of customers’ investments to a non-registered offshore investment platform which subsequently went into liquidation. The total amount of compensation awarded was NZ\$26,795 which the member has paid.

The other upheld complaint was due to an online FX trading platform “failing to follow instructions” to liquidate and return funds back to the investor, and was ordered to reimburse NZ\$135, 357. The order was not complied with and membership has been terminated.

Not upheld – 7

Five percent of the complaints adjudicated were not upheld. Three related to the online FX trading platform mentioned above, but alleged “inappropriate advice” to transfer the investments as the new business subsequently went into liquidation. However the adjudicator deemed the investors had adequate opportunity to consider and withdraw from the investments as they had been trading with the new business for nearly 12 months.

Two complaints not upheld were about one online FX trading platform, alleging “poor service due to technical problems” resulting in positions being closed out at significantly different rates than the stop order. These were not upheld as the adjudicator found the terms and conditions accepted by the investors provided for the provider to close out at what admittedly, was a very large difference. One other alleges another online trader “failed to follow instructions” to release funds.

The only adjudicated complaint from a New Zealand resident was about a New Zealand provider, and alleged that the insurance adviser “failed to obtain proper disclosure” from the insured claimant resulting in a declined trauma cover claim. The adjudicator decided that as the claimant had signed off the application form and disclosure there was no just cause for complaint. Both parties accepted the decision, reflecting the full and fair explanation of the adjudicator.

Conciliation (L2) – 0

No cases were resolved at this level.

Facilitation (L1) – 2

Only two cases were settled at the earliest step in the FDR dispute resolution process.

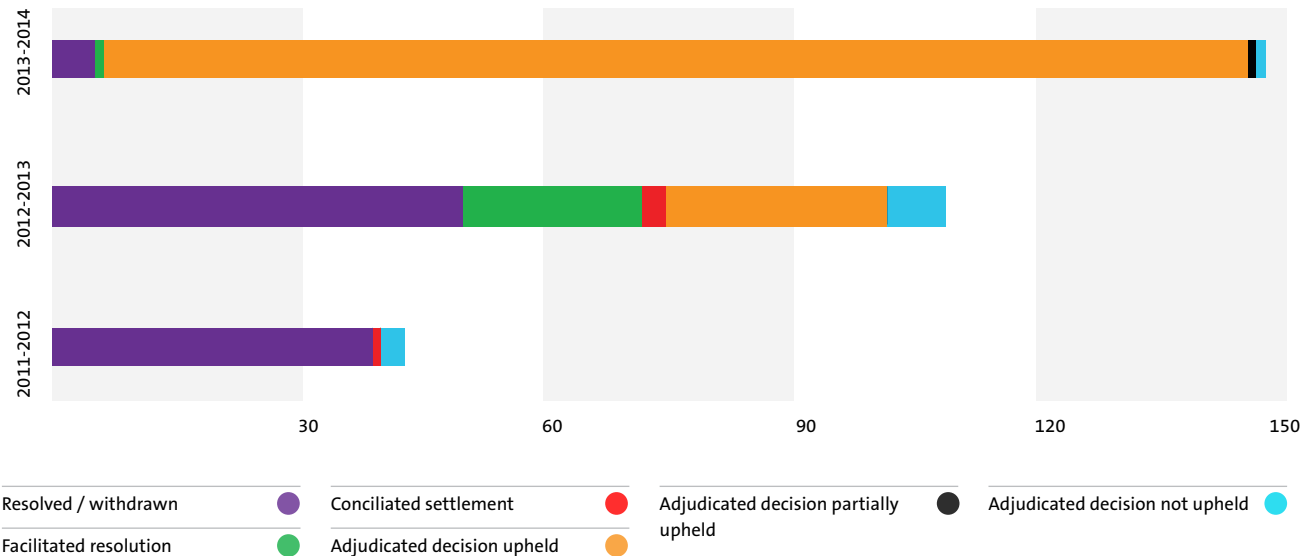
In one case the complainant – the vendors of a property – accepted an offer below their “bottom line”, unaware at the time that the purchaser was their mortgage adviser’s assistant. They complained alleging a “conflict of interest”. The mortgage adviser denied the claim, but then made an ex gratia payment to settle as a gesture of goodwill and to avoid escalation of the dispute.

In the other case, the complainant alleged the online FX trading platform “failed to follow instructions”, however withdrew their complaint when evidence provided by the member – facilitated by the Facilitator – demonstrated that they had no case to pursue.

Registration (L0) – 4

Only four complaints were withdrawn or outside jurisdiction at the registration, or “mini” jurisdiction check because the complaint had not reached deadlock within the member’s internal complaint process.

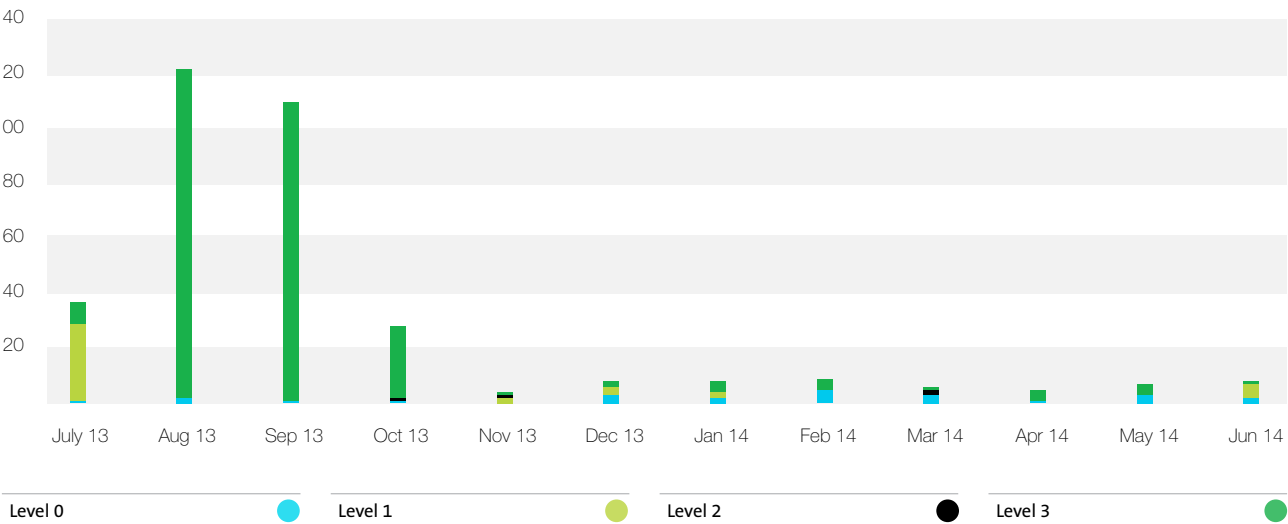
FDR disputes registered



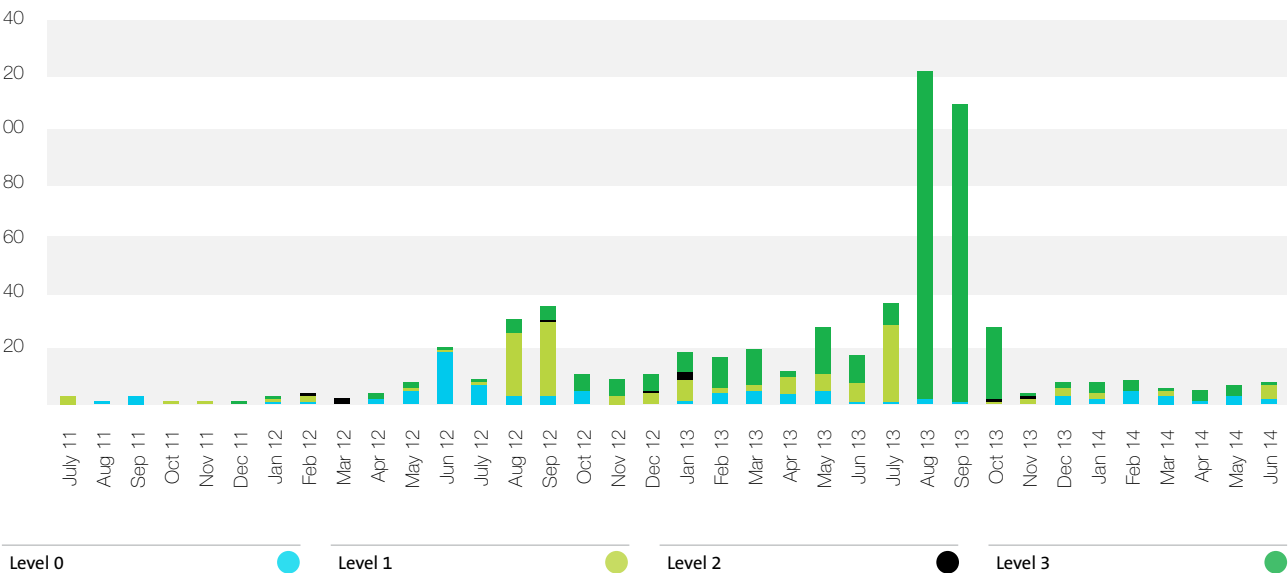
Work in progress

The high work in progress in the first three months of the year reflects the progress towards adjudication of the Goodsense cases. There were eight on hand at year end.

FDR disputes on hand 2013-2014



FDR disputes on hand 2011-2014



Time taken to resolve disputes

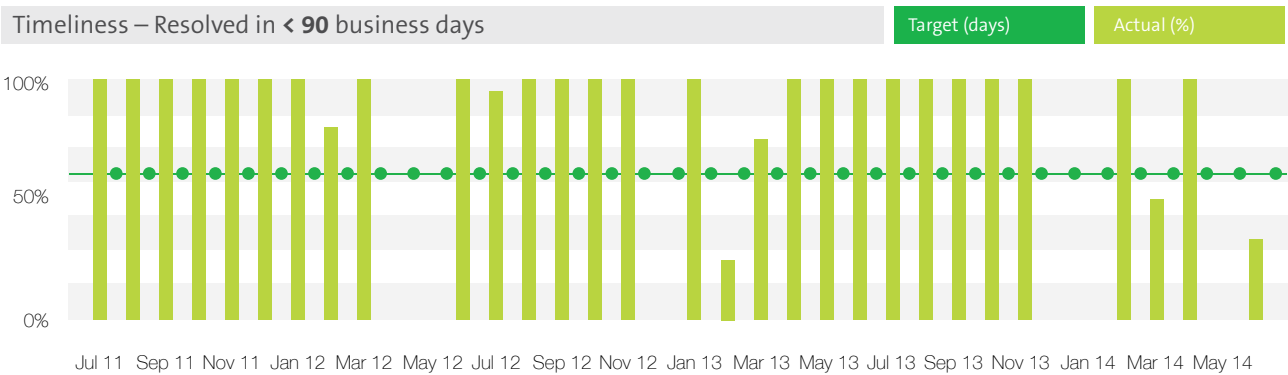
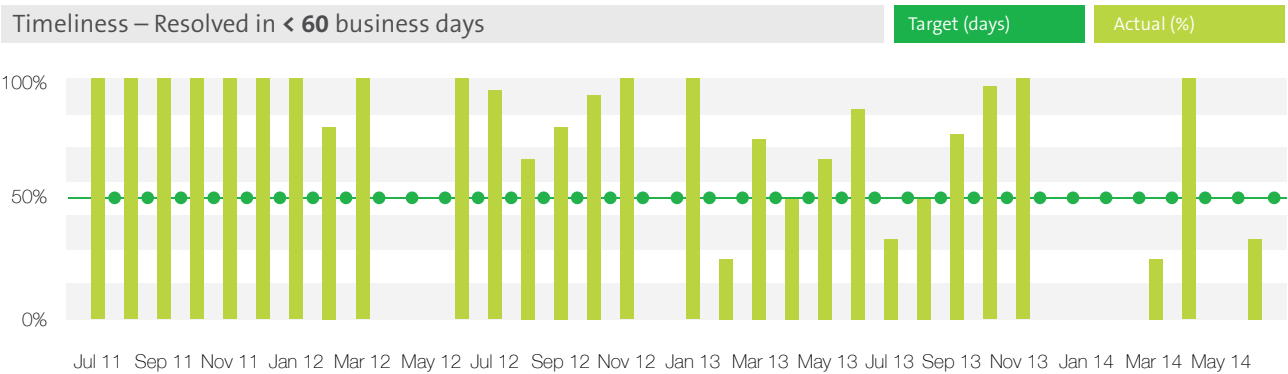
Two of the principles of dispute resolution are efficiency and effectiveness. These are measured by monitoring timeliness of dispute resolution (average days of completed resolution).

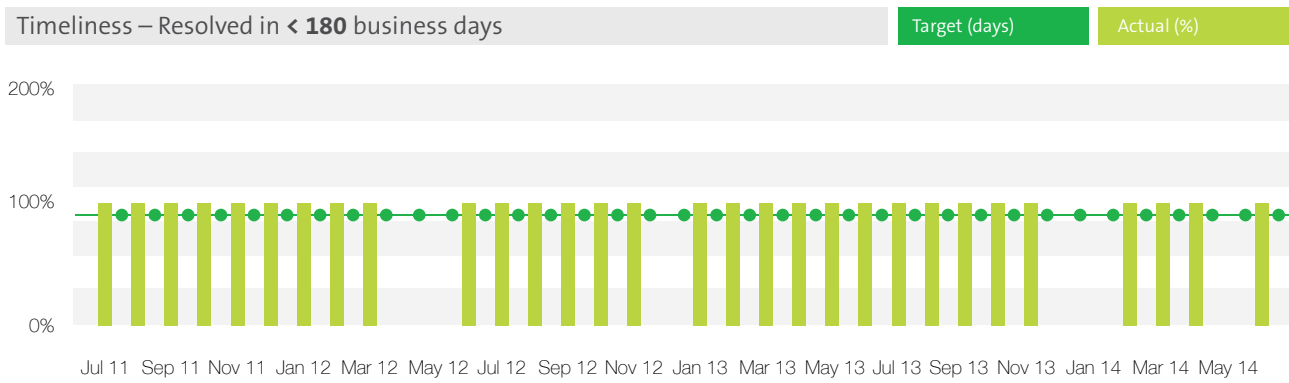
We aim to resolve at least 50% of total disputes within 60 business days; at least 60% within 90 business days and at least 90% within 180 business days. We were unable to meet targets for <60 days

on three occasions and < 90 days on two occasions. This was because of the difficulty coordinating communication with the non-resident non-English speaking parties in many of the Goodsense cases, compounded by the failure of the member to respond at all to provisional decisions.

We are bound to follow the process as determined in the rules. In the event all cases were resolved within

180 days. Whilst we are satisfied no complainant was disadvantaged by what would seem to be a long process, we have subsequently decided to seek amendments to the rules to allow for shortened periods in members complaints handling process and to give the Scheme Adjudicator the authority to make summary decisions to accelerate an outcome where, for example, the member will not communicate with us.



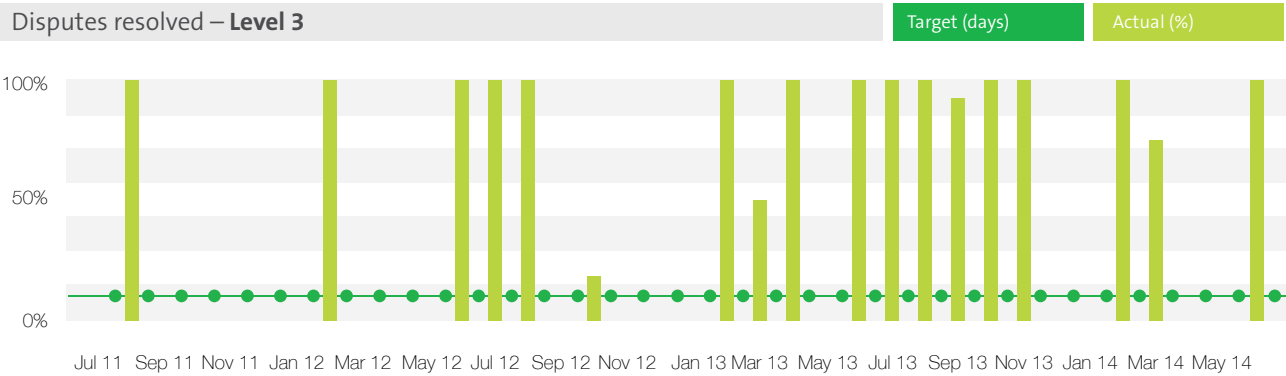
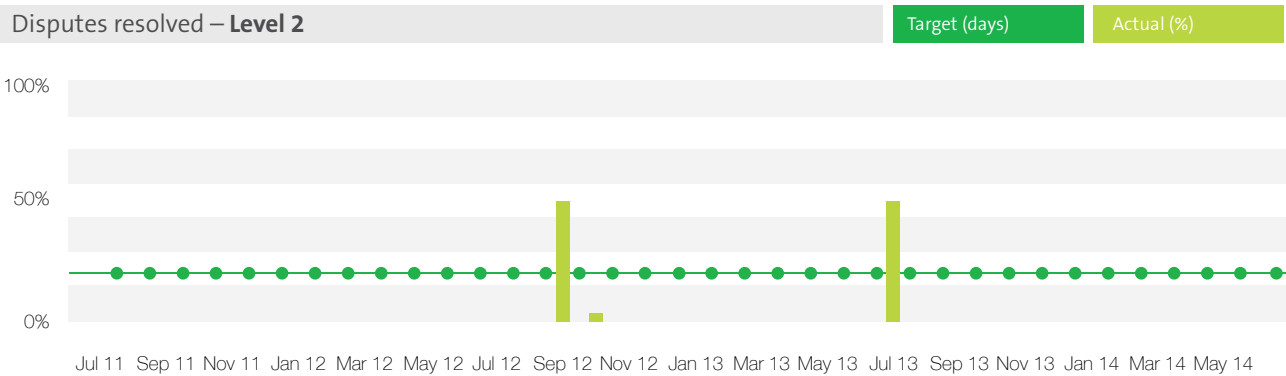
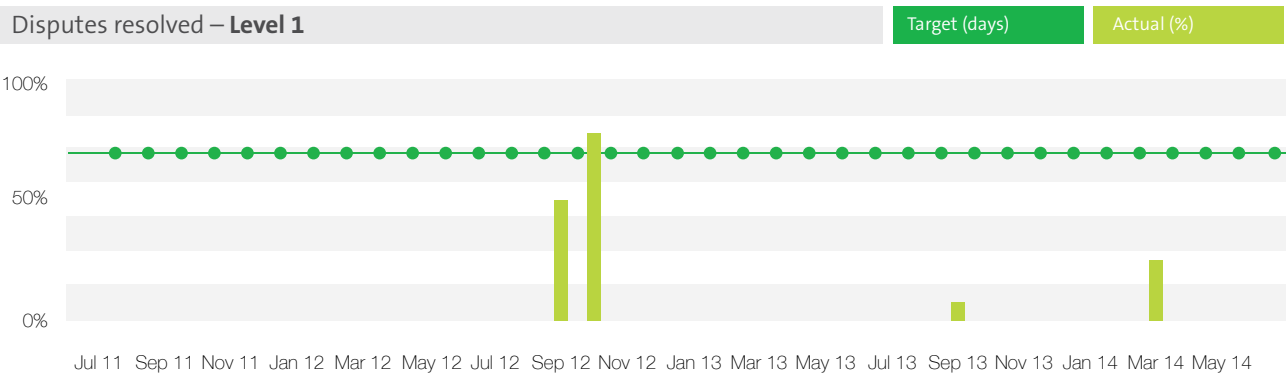


Level of resolution

One of the aims of dispute resolution is to try to achieve resolution as early as possible. When establishing the scheme, it was envisaged that 70% of disputes would be resolved by Early Resolution / Facilitation (Level 1); 20% by Conciliation (Level 2) and 10% by Adjudication (Level 3).

For the year end 30 June 2014, 99% of disputes were resolved by Adjudication (Level 3), none by conciliation and 1% by Facilitation. The result, which is well outside KPIs, can be explained by the extraordinary number and nature of the Goodsense (and the three other online trading

platforms) complaints, admitted to by the New Zealand manager, which required adjudicator's orders on the owners to liquidate and reimburse investments to the complainants.



Systemic issues

FDR must report any systemic issue that it identifies, in the course of considering a complaint, to the Advisory Body (Consumer Affairs), the member concerned, and any other members as considered appropriate.

A systemic issue is an issue that has material implications, beyond the parties to the particular complaint. Examples include poor disclosure or communications processes, information technology problems,

administrative or technical errors, flaws in the design of financial products or other financial services, or inaccurate interpretation by a member or members of standard terms and conditions.

We identified four members presenting systemic issues throughout the year, resulting in nine in total for the four years of operation. Three members were online trading platforms and one a pay day lender.

Two of the four were reported to the regulator, and the other two remedied the issues presenting satisfactorily and have not had complaints raised against them since.

Member	Complaint	Resolution	Outcome
Orchard Course Markets Limited	Failure to follow instructions on Stop Loss order Three complaints	No response from Scheme Member	Membership terminated Reported to FMA
Tarsier FX Limited	Failure to follow instructions to release investments 20 complaints	Adjudication. Since reporting date, provisional decision made, ordering repayment of investments Misrepresentation identified meantime	Reported to FMA for serious misconduct relating to misrepresentation Membership terminated
De identified	Misrepresentation Not upholding advertising Six complaints	Early warning to member	Issued rectified No further complaints
De identified	Misrepresentation Failure of duty of care Five complaints	Adjudicated decision – Not upheld as insufficient evidence and no loss suffered – Upheld misleading and deceptive conduct	Member complied with order to make public apology on website No further complaints See Case Study two below

Case studies

CASE STUDY 1

FDR assistance avoids costly dispute and results in happy customer for mortgage adviser

A mortgage adviser informed the complainant that a certain amount of equity would be available to her after repaying mortgage loan on sale of property based on a valuation recently obtained. She planned to use these funds to carry out improvements on another property.

On settlement, the anticipated equity was not disbursed as, the lender advised, the collateral security had been revalued following release of updated QV statistics and there was insufficient security remaining. The complainant contacted FDR seeking guidance to lodge a formal complaint against the mortgage adviser.

An FDR facilitator explained the complaints process, advising that the scheme member must be given the opportunity to consider the issue in the first instance, and if unresolved and “deadlocked” at the member’s complaint process, that it could be escalated to FDR’s dispute process. FDR advised the complainant that we would follow up with her in three months if we hadn’t heard prior, and gave a heads up to the scheme member that a complaint was imminent. A few days later, the facilitator received the following from the complainant:

“Thank you for all your assistance in this matter, you were brilliant! The mortgage adviser approached the bank that has had a change of heart and refunded a good portion of the net sale proceeds. They did take more than the \$18,000, but gave us the majority back, so we have decided to let sleeping dogs lie and not drag this out. At the end of the day it’s not lost, it’s just tied up in our property and we’ve come out with enough money to achieve the things we wanted to achieve.

You were right when you said these things often resolve themselves when Financial Dispute Resolution is named! Its great having an organisation out there that keeps the banks honest. Have a great day!”

CASE STUDY 2

No requirement of broker to disclose offer, but misrepresentation found and non-monetary order made

The complainant had an online trading relationship with a Scheme Member (an FX Broker) who sold its customer base to Company Y. In the process the complainant’s funds were transferred to Company Y with the complainant’s consent. The complainant then traded via Company Y.

Company Y subsequently went into liquidation. The complainant brought a complaint to FDR against the Scheme Member in relation to losses she said she incurred from the liquidation. In particular the customer felt that the Scheme Member owed her a duty of care under the Financial Advisers Act (FAA) and had misrepresented the change of account by advising that “they were proud to announce a *strategic alliance with Company Y*”.

The complainant also discovered information on the internet indicating that one of the directors of Company Y was being sought in connection with fraud allegations, in another country. The complainant believed that the Scheme Member should have discovered this information themselves if they had conducted due diligence.

The complainant sought the return of her funds from the Scheme Member.

The Scheme Member firmly rejected the complainant’s arguments stating she had voluntarily elected to transfer her funds to Company Y, and therefore it was not liable for any of her losses. The Scheme Member pointed out that the complainant had traded with Company Y for around a year, and therefore had a good opportunity to evaluate their services personally and withdraw her funds if she was not satisfied. They argued that, prior to the transfer, it had been confirmed that Company Y was an Australian registered company (since August 2010), and also held an Australian Financial Service License.

The parties could not reach agreement during conciliation and so that matter was put before an adjudicator. The adjudicator needed to determine whether the Scheme Member had breached any obligation to the complainant, which may have resulted in a loss following the liquidation of Company Y.

Ultimately it was found that the offer to transfer the account was not made as part of the Scheme Member's broking services, and therefore the transfer did not carry with it the significant requirements pertaining to a broking service provider under the FAA. In addition there would have been an opportunity for the complainant to undertake her own due diligence should she have wished to do so.

The adjudicator did find, however, that there had been a misrepresentation as to the nature of the sale of the complainant's accounts. That said there was no evidence to suggest that the complainant had been misled into believing she was trading with anyone other than Company Y solely as the new service provider. There was no evidence that any funds with Company Y that were lost as a consequence of the liquidation were a consequence of misfeasance on the part of the Scheme Member.

In the final decision the complaint was upheld in part with respect to the misrepresentation of the relationship as being a 'strategic alliance'. The appropriate course of action for that misrepresentation was found to be a public apology. No monetary compensation was awarded.

Lesson

Consumers must accept some responsibility for due diligence.

Financial service providers need to take care when representing information.

CASE STUDY 3

Failure to disclose pre-existing condition results in declined claim. Complaint not upheld.

The complainant had been a client of the Scheme Member for about four years. During this time a number of different insurance policies had been set in place including family medical insurance.

In 2012, after a review of the various policies it was found that another insurer was able to offer a more suitable policy. The adviser for the Scheme Member assisted the complainant to complete the application forms. When the forms were completed the complainant signed the documents to confirm that she agreed with the details to be submitted. The new policy with the new insurer was set in place.

About six months afterwards the complainant was admitted to hospital suffering from severe chest pains. It was established that a surgical procedure would be required and so the complainant made a claim against the insurance policy to have the operation done at a private hospital.

The insurer sought information from the family doctor about the patient's medical history. Details of two undisclosed visits to the doctor (about chest pains) emerged and the insurer declined the claim on the grounds that the complainant had not disclosed an existing condition.

The complainant underwent an operation at a public hospital and made a good recovery. The complainant, however, was unhappy that the claim had been declined and complained that the adviser had not made proper enquiry about previous health matters when completing the application form. The Scheme Member argued that no mention of any visit to the doctor had been

made when the forms were being completed. The complainant further argued that the adviser should have done more to establish whether there were any possible matters that should be disclosed.

The complaint was brought to Financial Dispute Resolution and eventually came before the adjudicator.

The adjudicator was not persuaded that the Scheme Member should have done more to ensure the information provided by the complainant was accurate. Given the documents provided by the parties, the complainant did not appear to be an unsophisticated complainant, where a greater expectation of direction by the adviser may have been expected. The adjudicator confirmed that the complainant had signed the document to confirm that all details regarding medical history were correct. In addition, the Scheme Member had also written to the complainant after the questionnaire had been completed, inviting the complainant to advise if any further amendments to the documents be necessary. The complaint was not upheld

Lesson

Consumers: Maintain records and take care to disclose medical history when completing insurance proposals.

Insurance advisers: Have applicants complete proposals themselves where they are able, encourage them to keep records and / or obtain them from their doctor before finalising proposal.

Membership

Many members have told us they chose FDR as their dispute resolution scheme because it is independent of any industry association and is owned by the Government. They like that the operator-FairWay – has financial stability and an excellent track record, in-house and external expertise in the finance industry, very good complaint handling systems and resources. FDR membership fees are competitive across most sectors and especially with groups of advisers and organisations of similar shareholding and membership sharing an internal complaints procedure.

All scheme members have been given comprehensive guidelines, templates, online and personal support to help them establish the required internal complaints procedures. FDR Scheme Director and Auckland Relationship Manager

visited 87 scheme members during this reporting period to review their complaints handling process, promotion and accessibility, and assist with guidance and training where necessary. The team contacted 395 new and existing members by email or phone to check for understanding of the complaints handling and dispute process and requirement for compliance.

Membership numbers

FDR's membership of 1751 was 11% up on the 1570 recorded at year end 2013. Most of the membership growth has been from registered financial advisers (88), credit providers (71) and other financial services (25).

Subsequently membership has dropped to 1,602 after making an adjustment for over 130 advisers of one insurance group that filed

a late schedule for reconciliation. Additionally, a number of members took the opportunity of the transition to the approved scheme and FSPR renewal to voluntarily terminate registration and membership as they have rationalised the status of a number of businesses within their group in order to reduce compliance costs.

A number have been terminated by the FSPR because they were deemed to be not providing a financial service in New Zealand, have failed to submit an annual return or have made false or misleading representations (offshore originated organisations).

FDR members represent about 20% of total financial service providers in New Zealand.

Who are our members?

FDR members include some of New Zealand’s largest businesses who make share issues to the public, operate finance, leasing, credit card and insurance divisions; manage superannuation schemes, and insurance and mortgage adviser groups. Additionally there are several fund managers, smaller finance companies, foreign exchange and derivative traders, and seventy offshore originated online forex and investment platforms.

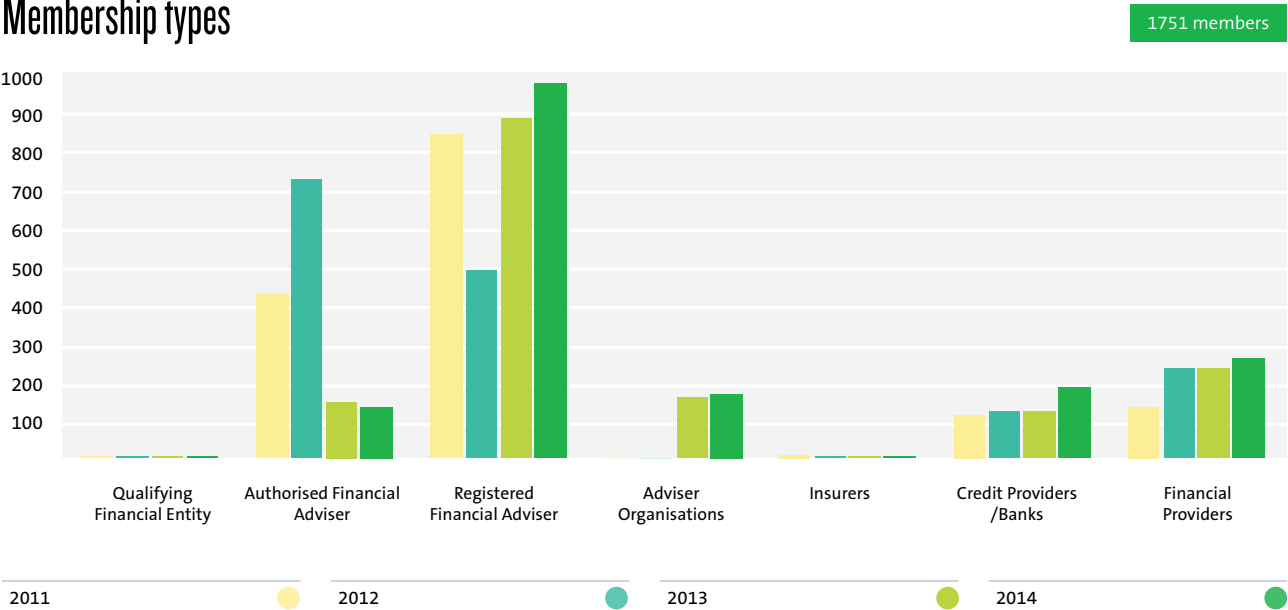
Full list of members

A full list of scheme members is appended and can also be viewed at www.fdr.org.nz

Scheme members by location

56% (990) of scheme members are based in Auckland. Nine are located overseas and 31 are registered offshore. Seventy members are online trading platforms registered in New Zealand but almost all with overseas ownership and origins.

Membership types



Members' compliance & consumer awareness

Our independent members' satisfaction survey undertaken April 2014 included questions about having, promoting and the accessibility of a complaints handling process and dispute resolution scheme – FDR.

It was pleasing to note that 84% of respondents reported having an internal complaints process – up from 74% as reported in an internally generated survey January 2012. Another 10% were in the process of developing one.

However, only 33% said that they **promoted** their complaints process on their website, 33% in their disclosure statement, and 18% in their terms and conditions. This disappointing result provides an answer at least in part to the low consumer awareness of the scheme(s) reported in the 2013 review of Part 3 FSP Act, and affirmed our commitment to encourage members to be more proactive with promotion and accessibility of their complaints process and dispute resolution scheme in order to be compliant.

We have continued to follow up new members within 2 weeks of confirmation of membership to verify they had received our guidelines, templates and promotional material for a complaints handling process. We have also undertaken visits and phoned several hundred members and found that most do now disclose in their terms and conditions, however they do need to improve promotion and accessibility, especially through their websites which for most is the primary promotional tool of business.

We look forward to surveying members next year to record what appears to be a positive response since the survey. We expect that the 2015 FSP Act review will report an increased level of consumer awareness.

Members' satisfaction survey (April 2014)

A survey of 143 scheme members was undertaken by ResearchNZ to track satisfaction and to identify any potential issues or areas of improvement. The key performance indicator is for at least 60% of scheme members surveyed to be satisfied or very satisfied with the FDR service. It is pleasing to report that 91% of the members surveyed were satisfied or very satisfied.

An increasingly common measure of overall satisfaction used by organisations internationally is the Net Promoter Score – a customers' propensity to recommend a service to family, friend or acquaintance. Ideally the NPS would be +10. We have used this metric since inception and are pleased to report steady improvement from +1 (detractor) in 2012, to +14 (promoter) in 2013 to +20 (promoter) in 2014.

Key findings of survey

The key findings of this survey are summarised as follows (previous 2 years in brackets):

Member contact

Since joining the Scheme, 57% of respondents (75% / 52%) reported having had direct contact with FDR staff, of which 39% was initiated by FDR. Over 50% of total inbound enquiry – 6,364 – was from members, of which 50% was received by email.

Complaint contact

Thirty eight of the 143 respondents had received a complaint in the previous 12 months. Eighty four per cent were resolved by the members and 9 were escalated to the FDR process.

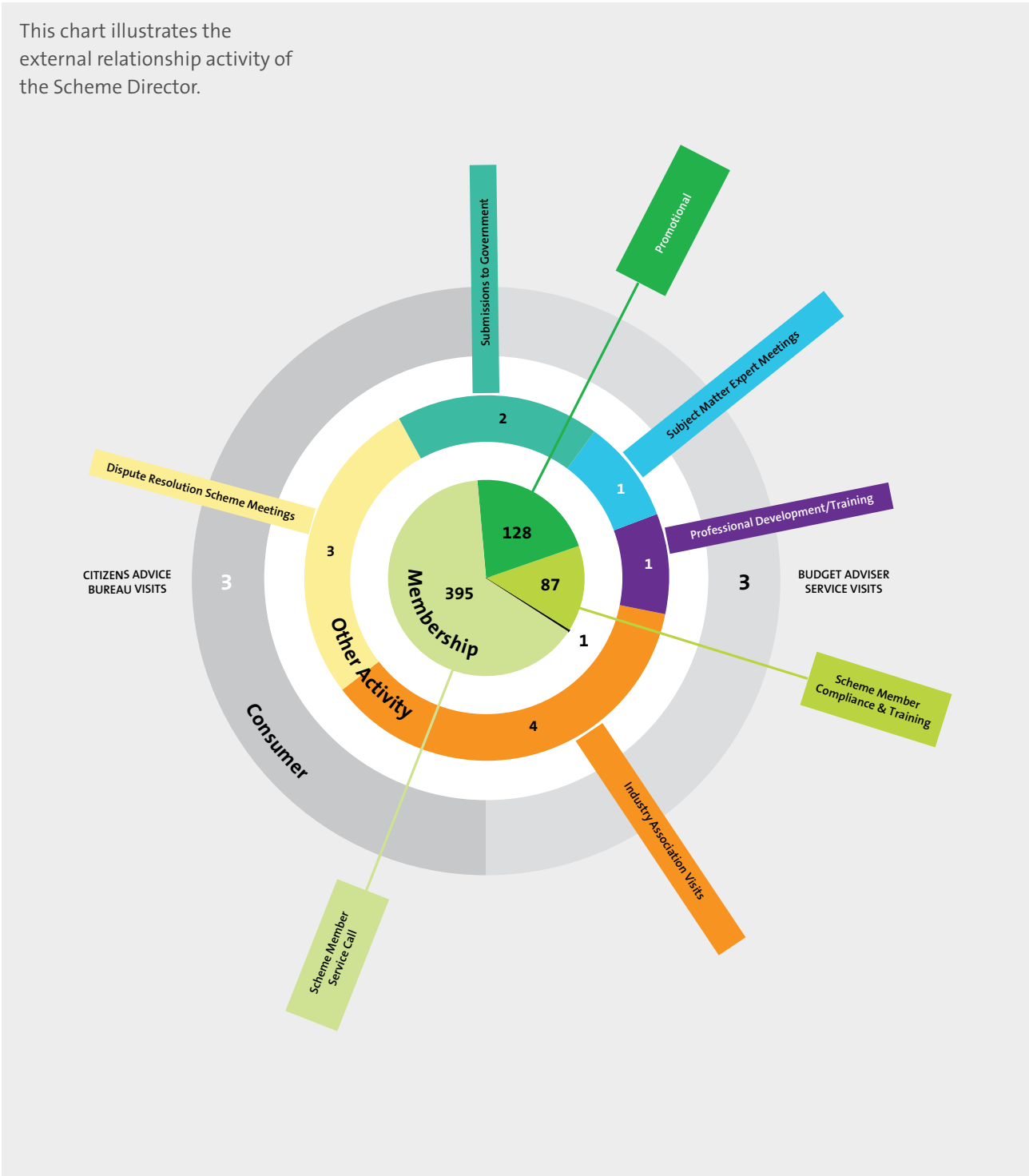
Eighty nine percent agreed or strongly agreed the process was fair and impartial and 89% agreed or strongly agreed that staff dealt with the complaint in a professional and positive manner. However of those only 66% thought the complaint was dealt with efficiently – 22% were neutral.

In addition to being helpful, proactive and personable, FDR staff also rated positively in terms of being:

- Accessible – 81% (80% / 72%)
- Knowledgeable – 87% (79% / 77%)
- Prompt and efficient – 84% (81% / 76%).

Community and industry engagement

2013–2014 Relationship activity



Consumer

Consumer awareness remains unsatisfactorily low. This is borne out in the relatively low level of complaints relative to anecdotal consumer dissatisfaction and lack of confidence with the financial service sector. The FairWay 2012 Survey of consumer's "barriers to access" revealed "unprompted awareness" at 3% and at only 2% in the MBIE 2013 review of Part 3 of the FSP Act. This is disappointing as we had hoped for an improvement as a result of our continuing endeavours to encourage members through phone calls and visits to promote and make their complaints handling process accessible to their customers, and via presentations at Consumer Affairs' consumer rights days and directly with consumer agencies.

It is interesting to note that most of the complaint enquiry has come from non-residents – arguably because they had more to complain about – who will have been encouraged by the providers' promotion of the benefits of a dispute resolution scheme.

Whilst the primary responsibility for promoting consumer awareness rests with the financial service providers, the scheme has been collaborating with the other financial dispute resolution schemes to combine resources and mitigate confusion to promote the ability for consumers to seek redress for issues they have with their financial service provider.

Working with other agencies

We have continued to be actively involved with the DIG (Disputes Investigations Group), this year focusing upon raising consumer awareness; the Financial Literacy and Retirement Commission to help promote financial literacy and capability; and the Commerce Commission, especially with regard

to providing feedback on the new Credit Contracts and Consumer Finance Act and Code of Responsible Lending.

The scheme signed a Memorandum of Understanding with the Financial Markets Authority (FMA) which enables both organisations to share de-identified information about trends in complaints, in addition to our usual interaction with the Ministry and Financial Markets Authority.

Seminars, conferences, industry knowledge

We maintain our finance sector expertise and networks by attending seminars, customer and industry conferences, industry association visits and training days.

Our need to call upon subject matter experts for opinions on cases has been limited to just one this year, relating to a disputes about an online investment and forex trading platform.

The Scheme Director is a member of the Financial Services Institute of Australasia (FINSIA); and the Society of Consumer Affairs Professionals in Business Australia Incorporated ('SOCAP'). SOCAP Australia is the pre-eminent association for consumer affairs, complaints prevention and complaints handling professionals in Australia, nationally recognised for its thought leadership in consumer affairs and the networking opportunities it provides its members.

The Scheme Adjudicator is a member of the Arbitrators and Mediators Institute of New Zealand (AMINZ).

Approved dispute resolution schemes

Regular meetings with the approved schemes provide a useful forum for discussion on particular cases, internal processes, trends and systemic issues, raising consumer

awareness and managing relationships with other agencies and the regulator. The focus this past year has been planning to raise consumer awareness and discussing a Memorandum of Understanding with the FMA. Both FMA and the Ministry of Business, Innovation and Employment have been regular attendees of the meetings.

Submissions

The scheme made one submission to the Insurance Council in response to their request for feedback on the revised Fair Insurance Code; and one submission to the Ministry of Business Innovation and Employment in respect of the Credit Contracts and Financial Services Law Reform Bill.

Website www.fdr.org.nz

There have been many favourable comments about www.fdr.org.nz. Feedback has been that it is attractive, easy to find and to navigate and that membership information, application and complaint processes are well set out and easy to use. The scheme member list and news is updated regularly and the members' only area has a number of useful tools such as the internal complaints guidelines, templates and best practice modules, logos and links.

The report from the member satisfaction survey found that 57% of respondents had visited the website in the 12 months to April 2014, and of those, 93% had visited the member's only section. Seventy four per cent said they found the website helpful. Members visited the website to review case studies, tips on how to handle complaints and legislation / compliance developments.

Google Analytics 12 months to 30 June 2014

It is interesting to note that 65% of the website’s activity is from overseas and 73% is from first time users. Nineteen percent of the 74,045 page views land on the home age and 45% of those left that page without further enquiry. Most of the activity thereafter was finding

out about FDR, and how to become a member. Only 4% searched for members and 3% about making a complaint. The high level of membership related activity reflects the general enquiry recorded, but suggests that consumer awareness and / or members’ desire to stay in touch with the scheme via the website is low for New Zealand residents and members.

Website Visits	22,623
New Visits	73%
Average Visit	2.2 minutes
Unique Users	16,934
Total Page Views	74,045
Country of Location	
New Zealand	35%
China	12%
United States	7%
India	5%
Russia	5%
Other	36%
Language	
English-US	59%
Chinese	12%
English-UK	8%
Russian	4%
Other	16%
Gender	
Male – 54%	Female – 46%

Complainant's survey

We commission independent researcher ResearchNZ to undertake rolling monthly surveys of complainant's satisfaction with FDR's dispute handling process, culminating in an annual report. One of our key performance indicators is for greater than 70% of customers be satisfied or very satisfied. This year's results are based on a total sample of 32 customers. All were surveyed by telephone representing 22% of the 145 customers whose contact details were supplied.

Sixty nine percent of respondents were either satisfied or very satisfied with the FDR dispute resolution process overall, down from 87% last year. Three (10%) of the 32 surveyed

were dissatisfied with the handling of their dispute, one because the complaint had been decided in favour of the provider and two because they thought their issue had not been resolved at all.

Two attributes of staff performance came to attention. Customers were less satisfied with availability of staff (a 13% drop to 75%) and only 66% of respondents thought they had received all the information they needed, compared to 79% last year. This reflected in the reduced likelihood to recommend FDR to others with a 14% reduction in net promoter score to +37. Nevertheless well above the satisfactory benchmark of +10.

Propensity to recommend FDR

Complainant's quotes

"In my case, I think everything was just right. There is nothing extra I would have wanted, they were prompt in helping me."

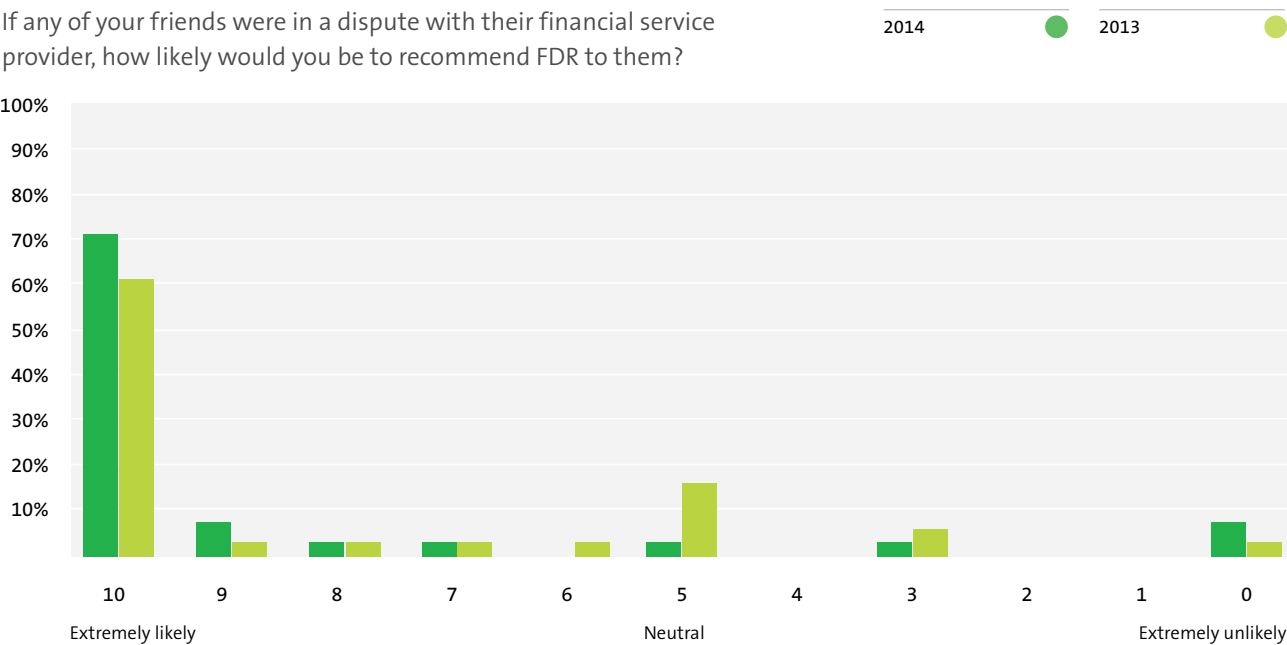
"Just keep it up; it was really good to have a personal touch".

"I appreciated their help, they were really professional and they helped me through a really stressful time."

"I can't praise them enough. The lady was so lovely." "They were prompt, very professional and very helpful."

Propensity to recommend FDR

If any of your friends were in a dispute with their financial service provider, how likely would you be to recommend FDR to them?



Key performance indicators

This table sets out key performance indicators for the provision of the Service

Category	Performance indicator	Target	Achieved
Service delivery			
Telephony	Timeliness of answered calls	70 % of calls received on any given business day answered within 30 seconds	100%
	Number of abandoned calls	<10% of calls received on any business day	3 days
All enquiries	Timeliness of response	Initial response to all enquiries within 5 business days	100%
Completed Complaints			
Complaints resolution indicator	Indicative level of resolution	Level 1 – 70% of total complaints resolved / withdrawn	1%
		Level 2 – 20% of total complaints resolved	0%
		Level 3 – 10% of total complaints resolved	99%
	Timeliness of resolution (average days per completed dispute)	At least 50% of total resolved in <60 business days	64%
		At least 60% of total resolved in <90 business days	87%
		At least 90% of total resolved in <180 business days	100%
Stakeholder Satisfaction			
Member satisfaction	Percentage of members surveyed who are satisfied with FDR's service	At least 60% are satisfied or very satisfied	91%
Complainant satisfaction	Percentage of complainants surveyed who are satisfied with FDR's service	At least 70% are satisfied or very satisfied	69%

The scheme did not achieve targets in the following performance areas

Abandoned calls

There were three days in the 12 month period where more than 10% of incoming calls were not answered to within 30 seconds. 70% of enquiry is now by email, which is responded to within 24 hours. This performance indicator has improved since we self-imposed a new metric for FairWay staff to answer at least 67% incoming calls, instead of depending on an outsourced call centre.

Level of complaints resolution

The scheme tries to have escalated disputes resolved as early as possible, ideally at Facilitation, (Level 1) or Conciliation (Level 2), however there are times when parties cannot reach agreement, a party refuses these options or early resolution is not an appropriate method of resolution. We would expect most disputes are resolved at Level 1, or 2. However this was not the case in 2014, where 99% of disputes were resolved at Level 3, because the 135 decisions were required to order a member to reimburse investments.

Timeliness of complaints resolution

Despite the difficulty in communication with non-resident members and complainants, all cases were resolved within the key performance indicators.

Member and complainant satisfaction survey

Membership satisfaction well exceeded minimum requirement at 91% (60%). However customer / complainant satisfaction fell slightly under the benchmark of 70%, despite favourable anecdotal and direct feedback from many complainants. We think many complainants were frustrated by the inaccessibility of one scheme member in particular, and being unable to realise their investments despite an order made in their favour.

Appendix

FDR scheme members

0800 Fund Me
1 Shop Pacific Ltd
2RTamblin Ltd; NZ Home Loans Papamoa
AAPC Properties Pty Ltd; Novotel Rotorua Lakeside, Ibis Rotorua
Aaron Investments Ltd
Abcom Finance Ltd
Abdulkhader Suleiman; Amal Express Ltd
Access 21 Ltd; New Zealand Home Loans Balmoral
Access Auto Finance Ltd
Ace Forex Ltd
ACM New Zealand Ltd
Act Now Holdings Ltd; New Zealand Home Loans Rodney
Central Insurance Ltd
Adam Lewer; Mather Nicholson Insurance Brokers Ltd; SHARE
Adam Mark Chisnall; My Rental Loan Ltd
Adelphi Finance Ltd; Adelphi Finance
Adil Riaz; Megalo Ltd, IB Ltd
Aditya Gupta; Oriental Mortgage & Insurance Ltd
Adrian Michael Arnold; NZInvest
AFS Ltd; Triplejump
Afuamua, Peria; American Income Life Insurance
Agnieszka Reynolds; NZ Home Loans (Mana)
Ah Sue, Lesina; American Income Life Insurance Co
Ah-Kuoi, Salamanaia; American Income Life Insurance Co
Aholelei, Luisa; American Income Life Insurance Co
Airways Superannuation Plan
Ako Hiko Education Trust
Akzo Nobel Coatings Superannuation Plan
Alan Fleet; SHARE
Alan Hugh Ross; NZ Home Loans (Whangarei)
Alan John Schofield; TIB Investment Services Ltd; Private Asset Management
Alan Ross Whitmore NZ Home Loans (Takapuna) Ltd
Alan Rowell
Alan Warden; Camelot NZ Ltd Partnership

Alana Anderson; Peter J Taylor and Associates Ltd
Alana Whittaker; NZ Home Loans (Taranaki)
Alastair Hays; NZ Home Loans Auckland East
Alatimu, Lasela; American Income Life Insurance Co
Albie Brand; Lifetime Group
Aleisha Patterson; Peter J Taylor and Associates Ltd
Alex de Boer; Substantial Equities Ltd; Mortgage Link Southland
Alfred-Uipa, Nunuiasolelei; American Income Life Insurance Co
Algo Financial Ltd; Algo FX
Algo Markets Ltd; Algo Markets
Ali, Saiyad; American Income Life Insurance Co
Alica Quartly; NZ Home Loans (Riccarton)
Alice Mary Quartly; NZ Home Loans
Alisa Jane Caldwell; Flight Centre (NZ) Ltd; Moneywise Global
Alison Hadley; Midas Consulting Ltd; NZ Home Loans (Wgtn Central)
Alison McBeth; Bradley Nuttall Nelson Ltd
Alison Valentine Wylds-Blackburn; NZ Home Loans (Blenheim)
Allan Davis
Allan Gillbanks ; Amor Insurance Solutions
Allan Hartley; New Zealand Home Loans Wellington North
Allan James Gillbanks; Camelot NZ Ltd Partnership
Allan Lloyd; Personal Management Services
Allan Norman Hartley; NZ Home Loans (Wellington North) Ltd
Allan Sexton; NZ Home Loans (Christchurch)
Allied Victory International Ltd; FXNZ
Allison Downer; NZ Home Loans (Auckland East)
Alpari NZ Ltd
Alpesh Patel; NZ Home Loans
AMAL New Zealand Ltd
Amanah New Zealand
Amanah NZ Kiwisaver Ltd
Amanah Trust Management (NZ) Ltd; AmanahNZ
Amanda Hallett; NZ Home Loans (Hastings City)

Amanda Lawry; NZ Home Loans (Whangarei)
Amanda Phyllis Smith; NZ Home Loans (Hamilton)
Amber Cloughley; NZ Home Loans (Christchurch)
American Income Life Insurance Co In New Zealand
Amit Talwar; IB Ltd
Amy Hale; NZ Home Loans (Hamilton East)
Amy Ingle; New Zealand Home Loans (Whakatane) Ltd;
Amy Marie Markham; NZ Home Loans (Rotorua)
Amy Wilson; Lifetime Group
Anae-Ah Sue, Ela; American Income Life Insurance Co
Ancheng International Group Ltd; Ancheng International Group
Andard Investments Ltd; IWS Finance
Andre Savio Fonseca; NZ Home Loans
Andrea Creighton; NZ Home Loans (Wgtn Sth)
Andrea Vietman; NZ Home Loans Auckland Metro Ltd
Andrew Alexander Maehi; Maehl Management Services Ltd; NZ Home Loans (West Auckland) Ltd
Andrew Alexander Maehl
Andrew Brian O'Donoghue
Andrew Cranston; NZ Home Loans (Gisborne)
Andrew Harle Freeman-Greene; Taupo Moana Funds Ltd
Andrew Kwek; NZ Home Loans
Andrew Lendnal; Grosvenor Investment Management Ltd
Andrew Maehl; Maehl Management Services ; New Zealand Home Loans West Auckland
Andrew Michael Doidge, NZ Invest
Andrew Nuttall ; Bradley Nuttall Ltd
Andrew Paul Price; NZ Home Loans Hamilton Central
Andrew Robert Winstone; NZ Home Loans (Auckland East)
Andrew Smith
Andrew, Jee Jeng Kwek; Act Now Holdings Ltd; NZ Home Loans (Rodney)
Angela Lee Perry; Angel Advisers – Mortgages and Investments

Angela Mae Waters; NZ Home Loans	Aventine Ltd; Aventine	Bradley James Yates; NZ Home Loans (Moorhouse)
Angela Rose Towler; NZ Home Loans (Manawatu)	Baden Gray; Baden Gray Mortgages Ltd; Prosper Group	Bradley Parsonson; NZ Home Loans (Christchurch Central)
Angelina Rebecca Carden; New Zealand Home Loans (ABDC) Ltd; NZ Home Loans Auckland City	Baker Hawes Consultants Ltd	Bradley William Haberfield; Mortgage Link Waikato
Angra Finance	Balkovics, Aurelia; American Income Life Insurance Co	Breder Suasso Ltd
Angus Securities Ltd	Balmain NZ Loan Administration Ltd	Breeze Finance Ltd
Anita Jane Aitken-Taylor; Camelot NZ Ltd Partnership	Barbara Jane Gordon; JS Strang Ltd; SHARE	Brenda Latimer; NZ Home Loans (Christchurch Central)
Ann Margaret Armstrong; NZ Home Loans (Mt Albert)	Barbara Joy Gunn; NZ Home Loans (Taranaki)	Brenda Margaret Beale; NZ Home Loans Hamilton Central
Anna Martyn; Camelot NZ Ltd Partnership	Barbara-Lee Dickson; Real Insurance Solutions Ltd; SHARE	Brenda Reay
Anne Majorie Chapman; John Wood & Associates Ltd	Barry Alexander Foy; NZ Home Loans (Whangarei)	Brendan Thomas Wilson; NZ Home Loans (Taranaki)
Annette Chalmers; Mortgage South	Barry Day; Financial Wealth Ltd; Financial Success Grp	Brendon Hunt; NZ Home Loans (Southern)
Anthony Floyd; Grosvenor Investment Management Ltd	Barry Fraser, E-Protect Co Ltd	Brendon James Brodie
Anthony Abrahams; First Light Insurance Ltd; SHARE	Barry Pinker	Brendon Keith Hunt; NZ Home Loans Dunedin Metro
Anthony Floyd; Cole Murray Group	Bathurst Resources (New Zealand)	Brendon Thomas Ingle; NZ Home Loans (Whakatane)
Anthony Robert Cameron Gyde; NZ Home Loans	Bathurst Resources Ltd	Brent Allen Mitchell; NZ Home Loans (Gisborne)
Antoni Zwicker; Peter Dredge Ltd	Baubre Murray; Dowse Murray Chartered Accounts Ltd	Brent Jaslarz; Mortgage Link Manawatu
Antony Graham Richard Clark; NZInvest	Bean Rock Finance Ltd	Brent Hogg ; Lifestyle Financials (BOP) Ltd; Wilson and Associates
Aotea Finance (Manukau) Ltd	Becky Clifton; NZ Home Loans (Manawatu)	Brett Condon; NZ Home Loans (Hamilton)
Aotea Finance (Panmure)	Bell Potter Securities Ltd	Brett James Haeger; NZ Home Loans (Takapuna) Ltd
Aotea Finance Ltd; Aotea Finance	Ben King; NZ Home Loans (Christchurch Central)	Brett Jeffrey; NZInvest
Aotea Finance West Auckland Ltd	Ben Stewart; NZ Home Loans Auckland Metro Ltd	Brett Keno; Taupo Moana Funds Ltd
Aotea Group Ltd	Beneficial Insurance Ltd; Pet-n-sur	Brett Wilkinson
Arex Ltd	Benjamin James Heath	Brian Caldwell
Argent Finance Ltd	Benjamin Lee Gowler; Triplejump	Brian E Prestidge & Associates
Ariana Lorraine Betty; Taupo Moana Funds Ltd	Berkshire Hathaway International Insurance Ltd	Brian MacKenzie, Auckland Commercial Mortgage Brokers Ltd
Arthur Rowney; Arthur Rowney Financial Services Ltd	Bernadette Anne Morgan; NZ Home Loans Eastern Bays	Brian Selwyn Dobson; Dobson Insurance
ASA Global Ltd	Bernard Cook; Prosper Group	Brian Steven Johnston
Ascot Investment Management Ltd	Bernard Gresham; Camelot NZ Ltd	Brickhill Capital (NZ) Ltd
ASG Education Programs New Zealand; Australian Scholarships Group Friendly Society Ltd	Bernard Norman Jurgens van der Merwe; NZ Home Loans	Brittany Woolley; NZ Home Loans (Ormiston) Ltd
Ash Shergill; Midas Consulting Ltd; NZ Home Loans (Wgtn Central)	Best Leader Global Market NZ Ltd	Broadlands Finance Ltd
Ashburton Trading Society Ltd; Ashburton Trading Society	BetterLife Corporation Ltd; BetterLife	Brook Serene & Co Ltd; The George Christchurch
Ashley Mann; NZ Home Loans	Bex Roxby; NZ Home Loans (Christchurch Central)	Bruce Alexander Murdoch; Financial Success Group(2008) Ltd
Ashley Skevington; NZ Home Loans	BIL NZ Group Pension Plan	Bruce George Koller
Asia Finance Corporation Ltd	Blackwell Global Investments Ltd	Bruce Mark Cameron; Camelot NZ Ltd Partnership
Asku Finance	Blackwell Global Trust Ltd	Bruce Puddle; Bruce Puddle Insurance Broker
Asset Custodian Nominees Ltd	Blair Andrew Miller; NZ Homeloans Hamilton Metro	Bruce Ryder; Korimako Insurance Services
Atatai, Jesse; American Income Life Insurance Co	Bo Zheng; KVB Kunlun NZ Ltd	Bureau Specialised Insurance Agency Ltd
Atlantic Pearl Ltd	Boardrunner Ltd	Business Architects Ltd; SHARE
Auckland Council	Bonard Metahysa; Flight Centre (NZ) Ltd	C J Daly & Associates Ltd
Auckland Finance	Bonnar, Lindsey; American Income Life Insurance Co	Caleb Hall
Auckland Transport	Bonnie Denson; NZ Home Loans (Canterbury)	Calibre Financial Services Ltd
Augusta Capital Ltd; Augusta	BOQ Equipment Finance Ltd	Callander, Kelly; American Income Life Insurance Co
Augusta Funds Management Ltd; Augusta	BOQ Finance (NZ) Ltd	Calvin Edward Smith; East City Financial Services
Automotive Technologies Ltd; AIMS Worldwide Protection	Botany Finance Ltd	
	Brad Dixon Jones; NZ Home Loans Auckland Metro Ltd	

Camelot NZ Ltd Partnership

Cameron & Co Solicitors Nominees Co Ltd

Campbell Fraser; NZ Home Loans (Mana)

Canon Finance New Zealand Ltd

Capital Market Investments; CMI

Capital Securities Ltd

Capital Trust Group Ltd

CapitalGroup (Addison) Ltd

CapitalGroup (Anselmi) Ltd

CapitalGroup (Beachlands) Ltd

CapitalGroup (Blacks Road) Ltd

CapitalGroup (BM) Ltd

CapitalGroup (Brickworks) Ltd

CapitalGroup (Browns Bay) Ltd

CapitalGroup (Celestion) Ltd

CapitalGroup (EOQ) Ltd

CapitalGroup (Gin Point) Ltd

CapitalGroup (Grafton) Ltd

CapitalGroup (Haines) Ltd

CapitalGroup (KK) Holdings Ltd

CapitalGroup (MQ) Ltd

CapitalGroup (Omokoroa) Ltd

CapitalGroup (Orewa) Ltd

CapitalGroup (PEB) Ltd

CapitalGroup (Tatapouri) Ltd

CapitalGroup (TC) Ltd

CapitalGroup Cash Management Trust Ltd

CapitalGroup Finance Ltd

CapitalGroup Nominees Ltd

CapitalGroup Steele Ltd

Capricorn

Capstone Financial Service Ltd; Capstone Financial Service

Cara Leigh Eagle; NZ Home Loans (Rotorua)

Cara Maree Lewis; NZ Home Loans

Carey Wallace Varcoe; NZ Home Loans (Hamilton)

Carmen Laphorne; Lifetime Group

Carol Ann Tricker; Peter J Taylor and Associates Ltd

Carol Rae; NZ Home Loans

Caroline Churchill; NZ Home Loans (Mana)

Caroline McDowall; Coulson McDowall

Carter Holt Harvey Retirement Plan

Carter, Graham; American Income Life Insurance Co

Castle Finance Ltd

Catherine Maria Kerr; Camelot NZ Ltd Partnership

Catreena Vanya Butler; The Lending Room Ltd

Catrina Marie Scott; NZ Home Loans (Takapuna) Ltd

CBD Mortgages Ltd

CBL Insurance Ltd

CBT Finance Ltd

CDC Pharmaceuticals Ltd

Celina May Turner

CFT (NZ) Ltd

Chamroeun Bou; NZInvest

Chandra Vivian Haeger; NZ Home Loans (Takapuna) Ltd

Chandra, Prem; American Income Life Insurance Co

Chang Jiang Holdings Ltd

Chantelle Mariee Moles; NZ Home Loans (Whangarei)

Chao Shen; Jin Yuan International

Charisma Financial Services Ltd

Charles Dunn

Charles Philip Oscroft

Charles Reid; Charlie Reid & Associates Ltd; Mortgage Link Central Otago

Charles Swanston; Charles Swanston Ltd

Charles, Rita; American Income Life Insurance Co

Charlotte Catley

Charmaine Lynette Davis; Camelot NZ Ltd Partnership

Chasmont Finance Ltd

Chee Joo (Jimmy) Koh; KVB Kunlun NZ Ltd

Cherry Balute; NZ Home Loans Northcote

Cheryl Johnson; NZInvest

Chris Pope and Associates Ltd

Christian John Driscoll

Christine Ford; NZ Home Loans (Southern)

Christine Liggins; Simply Budget

Christine Lockie; CL Holdings Ltd; Prosper Group

Christine May Drummond; NZ Home Loans (Kapiti Coast)

Christoffel Petrus (Basie) Smit; Camelot NZ Ltd Partnership

Christopher Wayne McCarthy; First Financial Planning Ltd

Christopher Cornford

Christopher Cyril Pope; Chris Pope and Associates Ltd

Christopher Hall; NZ Home Loans (Christchurch)

Christopher Henry; Sameli Ltd; New Zealand Home Loans (Wellington Coastal)

Christopher Hollows; TJ Waikato Ltd; Triplejump

Christopher James Henry; NZ Home Loans (Paraparaumu)

Christopher James Porter; NZ Home Loans (Mana)

Christopher James Henry; Sameli Ltd; NZ Home Loans (Wellington Coastal)

Christopher John Lynskey; Lynskey Nalder Ltd

Christopher Leonard Baker; Chris Baker Financial Services

Christopher Locke; Camelot NZ Ltd Partnership

Christopher Lynskey; Lynskey Nalder Ltd

CIPL Investment Ltd

CityLife Management (Auckland) Ltd; CityLife Auckland

CityLife Hotel Management (Wellington) Ltd; CityLife Wellington

Claire Susannah Sims; NZ Home Loans (Rotorua City)

Clinton Leigh Dredge; Peter Dredge Ltd

CML Financial Planning Ltd

Colchester Finance Co Ltd

Cole Murray Group, Cole Murray Financial Services,

Cole Murray Premium Funding Ltd

Colin Outhred; NZInvest

Colliers International New Zealand Ltd; Colliers International

Columna Capital Holdings Ltd; Intercontinental Wellington

Commonwealth Precious Metals Group Ltd

Cooper, Stella; American Income Life Insurance Co

Coral Young; NZ Home Loans (Thames)

Corbett, Barabra; American Income Life Insurance Co

Cordella Properties Ltd

Corinth Resources Ltd; Cash on Carlyle

RFM GP Ltd; Coulson McDowall

Courtenay Nominees Ltd

CP Hotels Ltd; Mercure Auckland, Mercure Hotel Wellington, Mercure Queenstown Resort

Craig Doolan

Craig Michael Johnson; NZ Home Loans (Mt Albert)

Craig Robert Seton; Remax Group Ltd; Mortgage Link Manawatu

Craig Ross Sutherland; NZInvest

Cressida Capital One Ltd

Creswell, Pauline; American Income Life Insurance Co

Crown Asset Management Ltd

Crown Equipment Ltd

Custom Credit Advances Ltd; Custom Credit

Custom Credit Investments Ltd

Cyril Menezes; New Zealand Home Loans (Melville) Ltd

Dan De Guzman; Access 21 Ltd; NZ Homes Loans (Balmoral)

Daniel Christie; NZ Home Loans (Rotorua)

Daniel Duncan Glynn ; Insurancemarket, Loanmarket, Glynn Holdings Ltd

Daniel Kent; NZ Home Loans

Daniel Steele

Daniella Meier; NZ Home Loans (Hamilton)

Danilo Calip De Guzman; NZ Home Loans

Darin Samuel Joseph Armstrong; Dara 2014 Ltd; NZ Home Loans Fountain City

Darren Richmond Young; NZ Home Loans (Takapuna) Ltd

Darryl Stringer; NZ Home Loans (Southern)

Darshan Bir Singh; NZ Home Loans (Ormiston) Ltd

Daryl Devereux

Daryl Elliot McAlinden; Camelot NZ Ltd Partnership

Daryl Miln Buchanan; NZ Home Loans (Auckland East)

Daryl Stratford; NZ Home Loans (Nelson)

Dash Acceptances Ltd; Dash Acceptances

Dave Callon ; SHARE

Dave Mather; Mather Nicholson Insurance Brokers Ltd; SHARE

Dave Orrell; NZInvest

Dave Reay; New Zealand Home Loans (Hawkes Bay) Ltd

David Beattie; Grosvenor Investment Management Ltd

David Andrew Hill; NZ Homes Loans

David Campbell Cutler; NZ Home Loans (Auckland East)

David Cutfield; Grosvenor Investment Management Ltd

David Gibson; All About Finance Ltd

David Harper; GEM Solutions Ltd; Triplejump Ltd Central Otago

David Harrison Love; Todd Family Office Ltd

David Hill; NZ Home Loans Ellerslie

David John Hale; NZ Home Loans (Hamilton East)

David Lincoln Simmons

David Lloyd; David Lloyd Mortgages Ltd; Prosper Group

David Peter Russell; Camelot NZ Ltd Partnership

David Rong; NZ International Trust & Trading Investment Co Ltd

David Scott Begbie; Oliver Mortgage Insurance Ltd; SHARE

David Selwyn Lethbridge Taylor; New Zealand Home Loans (Whangarei 2011) Ltd

David Stephen Shearer; Shearer & Co Ltd; SHARE

David William Reay; NZ Home Loans (Taranaki)

David Wilson; Quadrant Financial Services Ltd; SHARE

DBR Ltd; DBR Property Financiers

Direct Cash Orders Ltd; DCO Finance

Dean Perkins; Reliant Consultants Ltd

Deborah Anne Davenport; NZ Home Loans (Nelson)

Deborah Castledine

Deborah Groome ; Prosper Group

Deborah Jane Jones; NZ Home Loans (Moorhouse)

Deborah Marie Turnbull; SHARE

Deen Dayal Srivastava ; Flair for Success, Dpdys Management Services Ltd, Flair For Success, Diamond Finance

Deney Hayward; FIT Financial Services Ltd; SHARE

Denise Bradley; NZInvest

Derek Bray; NZ Home Loans (Auckland East)

Derek Hughes; Mortgage Link Kapiti

Deutsche Bank AG

Devereux Howe-Smith Realty Ltd; Bayleys North Shore Commercial

Dewayne Daniels; NZ Home Loans

Diana Ewington; NZ Home Loans (Wellington North) Ltd

Diane Frances Nosworthy (Buick); NZ Home Loans (Taranaki)

Dianne Geraldine McKinney; NZInvest

DIC Graphics Superannuation Scheme

Diggory Brooke

Dion De La Croix

Direct Financial Group, DFG

Direct Mortgage Investments Ltd

Discount Finance Ltd; Discount Finance

Discount Loans

Don Stewart; Stewart Financial Solutions Ltd; SHARE

Donald Redfern; NZ Home Loans (Riccarton)

Donna Marie Norris; NZ Home Loans (Hamilton)

Donna Todd; NZ Home Loans (Whangarei)

Dorothy May Barns; Mortgage Link Wanganui

Double Ten Ltd; A and M Securities

Doug Edginton; eLeasing Ltd

Doug Johns; Bradley Nuttall Nelson Ltd

Dowse Murray Chartered Accountants Ltd

Dragon Forex Ltd

DTM Ltd

Duane Risetto; NZInvest

Duncan, Heidi Martha; American Income Life Insurance Comapny

Dunedin City Council

Dunedin City Treasury Ltd

Dynamic Payment Pty. Ltd

Eagle Finance Ltd; Fifo Capital

Eboney Jordan McKenzie; NZ Home Loans (Riccarton)

Eclick Trader Co Ltd

Edward Isaacs; PJC Risk Management Ltd; SHARE

Edward Lee; KVB Kunlun NZ Ltd

Edward McKee Wright; Working Capital Solutions (NZ) Ltd; Working Capital Solutions

Edwin Pinto; Midas Consulting Ltd; NZ Home Loans (Wgtn Central)

EHW Solicitors Nominee Co Ltd

Eileen Margaret Horsup; 2RTamblin; NZ Home Loans Papamoa

El Cheapo Cars (Lower Hutt) Ltd; Ezybid Finance

Elana Leigh Kiddle McNiell; Peter Dredge Ltd

Eliza May Colombus; NZ Home Loans (Christchurch)

Elizabeth van Winden; NZ Home Loans

Ella Janette Percy; NZ Home Loans (Manawatu)

Ellen Drenon; New Zealand Home Loans (Whangarei 2011) Ltd

Ellen Farrell; NZ Home Loans (Mt Albert)

Elliott Taylor; Peter J Taylor and Associates Ltd

Ellmers, Shanita; American Income Life Insurance Co

Emily Jane McCarthy; NZ Home Loans (Canterbury)

Emily Langridge; NZ Home Loans (Moorhouse)

Emma Johns; NZ Home Loans (Whangarei)

Emma Mary Sandilands; NZ Home Loans (Auckland East)

Emmett Michael O'Brien; NZInvest

Enza Pipfuit Ltd

ENZAfruit New Zealand International Ltd

Epati, Vagi; American IncomeLife Insurance Co

Epokifo'ou Money Transfer Ltd; Epokifo'ou Money Transfer

Erik Behringer; NZ Home Loans (Hastings City)

Erik Behringer; NZ Home Loans Napier

Erik Stanley Behringer; NZ Home Loans (Hastings City)

Eriksen and Associates Ltd

Eru Ihaka Manuera; Camelot NZ Ltd Partnership

Euan Lawrie Wilson; Ian G Harwood Insurance Ltd

Eugene Brady; NZ Home Loans (Christchurch)

Eugene Marr; New Zealand Home Loans (Howick)

Eugene Thomas Petera Marr; NZ Home Loans (Howick)

Eva Chih-Hua; EAI Holdings Ltd

Evan Still, Financial Pathways

Eve Bullion; Eve Bullion Ltd

Ewan Thompson; Central Insurance Ltd

Ewen Leslie Thompson; Central Insurance Ltd

Excelsior Markets Ltd

Executive Vehicle Leasing Ltd

Exness Ltd

Ezidebit NZ Ltd

Ezy Cash Credit Ltd; Ezy Cash, Go Kiwi

Faaitiiti, Lucky; American Income Life Insurance Co

Falanitama, Clive; American Income Life Insurance Co

Family Finance Ltd; Family Finance

Fanua, Vaitafa; American Income Life Insurance Co

Farmlands Co-operative Society Ltd

Farmlands Finance Ltd

Farmlands Fuel Ltd

Farmlands Real Estate Ltd

Fatai, Kalepi; American Income Life Insurance Co

FCTF Land (NZ) Ltd

FeeSmart Finance Ltd

Feiloakitau, Soana; American Income Life Insurance Co

Felecia Hewson ; Prosper Group

Felicity Diane Barton; NZ Home Loans (Nelson)

Fellis McGuire; NZInvest

Fenton McFadden Lawyers Nominee Co Ltd

Fergus Smith; FG Smith & Co Ltd; SHARE

Ferris, Anita; American Income Life Insurance Co

Fifo Capital (Canterbury Invoice Finance Ltd)

Fifo Capital (D.J. Morris Ltd)

Fifo Capital (Invoice Solutions Ltd)

Fifo Capital (Johang Ltd)

Fifo Capital (The Working Capital Co Ltd)

Fifo Capital (Working Capital NZ Ltd)

Fifo Capital (Living Finance Ltd)

Fifo Capital (Cloud 9 Financial Solutions Ltd)

FIFS Group Ltd

Financial Success Group(2008) Ltd

Financial Synergy Ltd

Finau, Ana; American Income Life Insurance Co

Finau, Mele; American Income Life Insurance Co

Finlay Abbot; Finlay Abbot Mortgage Broker Ltd; Prosper Group

Finn Benedict Mora Brooke

Finn Brooke; Juria Capital Ltd

Fiona Alice Lintott; Russell Investments

Fiona Rhonda Jane Schroeder; Business Architects Ltd; SHARE

FIRMA Foreign Exchange (NZ) Ltd

FirstFX (NZ) Ltd

Fisher and Paykel Healthcare Employee Share Purchase Trustee Ltd

Fletcher Building Industries Ltd

Flexigroup (New Zealand) Ltd

Flexigroup NZ SPV2 Ltd

Flexigroup NZ SPV3 Ltd

Flight Centre (NZ) Ltd; Moneywise Global; Flight Centre

Flo 2 Cash Ltd

Fonterra (Delegated Compliance Trading Services) Ltd

Fonterra Co-operative Group Ltd

Fonterra Farmer Custodian Trust

Footsy 100 Ltd; New Zealand Home Loans Rotorua

Forest Dynamics Management Ltd

Forest Dynamics Partnership

Forex NZ 2000 Ltd

Forex Trend Ltd; Forex Trend

Forexer Ltd

Fran Harlick; NZ Home Loans (Christchurch Central)

Francie Margaret Jones; NZ Home Loans (Nelson)

Francis John Gatley ; John Gatley & Associates Ltd

Francis John Gerard Gatley

Frank Wood ; Forwood For Life

Frank Zwitter; NZ Home Loans (Auckland East)

Frankie Money Transfer Ltd; Frankie Money Transfer

Fraser, Ashley; American Income Life Insurance Co

Friedlander, Aaron; American Income Life Insurance Co

Friedlander, Steven; American Income Life Insurance

FSF Management Co Ltd

Fujii, Mary Maida; American Income Life Insurance Co

Fusitua, Kilmana; American Income Life Insurance Co

FXBTG Financial Ltd

FXOPEN NZ Ltd

G.D.Horne Solicitors Nominee Co Ltd

Gail June Jensen; Remax Group Ltd; Mortgage Link Manawatu

Garry Shennen; New Zealand Home Loans (Whakatane) Ltd

Garth Ivory

Gary Francis Haberfield; Mortgage Link Waikato Ltd

Gary Spratt; NZ Home Loans Wellington Central ;

Gavin Eric Myburgh; Natures Reward Ltd; NZ Home Loans Hibiscus Coast

Gavin Robert Welsh; NZ Home Loans

Gavin Welsh; NZ Home Loans Albany Ltd

Gaynor Maree Fisher; NZ Home Loans (Wgtn Sth)

GC Financial Group Ltd

GEM Solutions Ltd; Triplejump

Gemma Margaretha Stevens; Taupo Moana Funds Ltd

Gemma Miranda Pope; Chris Pope and Associates Ltd

GenieWallet Ltd; GenieWallet

Genworth Financial Mortgage Insurance Pty Ltd

Geoff Seton; G & A Seton Ltd; Seton Financial Service

Geoffrey Bawden; Moneyworkz Mortgage & Insurance Ltd; Prosper Group

Geoffrey Malcom Winton; NZ Home Loans

Geoffrey Martin Wallace

Geoffrey Peter Prisk; Sg & Sons Ltd

Geoffrey Philip Belcher; NZ Home Loans (Wellington North) Ltd

Geoffrey Robert Hope Nairn; Triplejump

George van Meeuwen; NZ Home Loans (Mana)

Georgina McGarry; Ruth Grant Financial Services Ltd

Gerard Stephen Quinn; Pegusus

Gerry Irvine; NZ Home Loans (Riccarton)

Gill Coutts & Co.

Gilrose Finance Co Ltd

Ginny Nelson; Ginny Nelson Mortgage & Insurance Ltd

Giuseppe Carmelo Luca; Hallam Jones Insurance & Superannuation Ltd

Glen Marsh; Jethro Hooker & Assocs

Glen Petersen; Grosvenor Investment Management Ltd

Glen Trevor Mattingly; Joseph Ltd; NZ Home Loans (Paraparaumu)

Glencore Grain (NZ) Ltd

Glencroft Holdings Ltd

Glenda Lynette French; Mortgage Link Otago Ltd

Glenn Martin Yorke; Timeless Investments Ltd; Timeless Investments Ltd

Glenys Bawden; NZInvest

Glenys Paterson; NZ Home Loans (Taranaki)

Global Derivative Capital Markets NZ Ltd

Global Remittance Ltd

GMT Bond Issuer Ltd

Gold Mount, GMID

Golden Galaxy Finance Co Ltd

Golden Trade Capital Market Ltd

Goldenway Global Investments (New Zealand) Ltd

Gonaseelan Rao; NZ Home Loans (Ormiston) Ltd

Goodman (NZ) Ltd

Goodman Property Services (NZ) Ltd

Gordon Smith

Gordon Smith; Cole Murray Group

GPR Hotels Ltd; Pullman Auckland

Graeme Currie; NZ Home Loans (Hawkes Bay)

Graeme Hunter; New Zealand Home Loans Otumoetai

Graeme Leslie Tee; Graeme Tee Financial Services Ltd; Private Asset Management Ltd

Graeme Muir; NZ Home Loans (Hamilton East)

Graeme Murray Turley

Graeme Pickering; Quadrant Financial Services Ltd; SHARE

Graeme Rainsford Dick; Project & Ventures Ltd

Graeme Shanks; Graeme Shanks Ltd; SHARE

Graham Alistair Ivory

Graham Elliott; Peter Dredge Ltd

Graham William Eastwood; Rainey & Associates Ltd

Grand Ages Group (NZ) Ltd

Grand Lakes Management Ltd; Sofitel

Queenstown Hotel & Spa	Havea, Fotu Ikamoana; American Income Life Insurance Co	Ian George Baylis; Constructaplan Ltd
Grant Evan Brown; NZInvest	Havea, Laaina; American Income Life Insurance Co	Ian Lindsay Hay
Grant James Maddison; Maddison Financial Services Ltd	Havea, Salamone; American Income Life Insurance Co	Ian Richard Westcott; Camelot NZ Ltd Partnership
Grant Sutton; Lifetime Group	Havea, Tevita Konifelenisi; American Income Life Insurance Co	IGK Capital Ltd
Great Eagle Hotels (Auckland) Ltd; The Langham Auckland	Hayden Nicholas Mulholland; Camelot NZ Ltd Partnership	Ignatius Louis Botes; NZInvest
Shore Trading Ltd; Greenbucks Finance	Hayes Asset Management Ltd	Ika, Sione; American Income Life Insurance Co
Greenplan Forestry Ltd; Greenplan	Hayley Maree Kerr; Business Architects Ltd; SHARE	Ikar Finance Ltd
Greg Boland; KVB Kunlun NZ Ltd	Heath David Stuart Cleland; Triplejump Ltd	Iko Forex Ltd
Greg Boland; KVB FX Ltd	Heath Nixon	IMD Global Development Ltd
Greg Hamilton; NZ Home Loans (Christchurch Central)	Heather Bakkenes; Lifetime Group	IN Asset Management Ltd
Gregory Luke Fitzsimons	Hedge Market Inc. Ltd	Indira Menon; Grosvenor Investment Management Ltd
Gregory Douglas Hall	Helen Quinn; NZ Home Loans (Taranaki)	Ink Patch Money Transfer
Gregory James MOORE	Helmore Solicitors Nominee Co Ltd	InstaDirect Ltd; Instamarkets
Gregory John Martin; NZ Home Loans (Hillpark) Ltd	Henry Clay; Lifetime Group	Intercontinental Financial Services Corporation Ltd
Gregory Marshall; Logic Fund Management Ltd	Henry Ford ; Bradley Nuttall Auckland Ltd; Bradley Nuttall	Invest AZ Ltd
Gregory Mason	Herminia Roche; Access 21 Ltd; NZ Homes Loans (Balmoral)	Iosia, Maria; American Income Life Insurance Co
Grosvenor Assurance Ltd	HHR Auckland Ltd; Novotel and Ibis Ellerslie	i-Select Investment Management Ltd
Grosvenor Custodial Administration Services Ltd	HHR Capital Wellington NTL Ltd; Novotel Wellington	i-Select Ltd
Grosvenor Financial Services Group Ltd	HHR Christchurch IB Ltd; Ibis Christchurch	i-Select Trustee Services Ltd
Grosvenor Investment Management Ltd	HHR Christchurch NTL Ltd; Novotel Christchurch Cathedral Square	Israel Himiona Ellis; Jethro Hooker & Assocs
Grosvenor Investment Services Ltd	HHR Queenstown Ltd; Novotel Queenstown Lakeside	Ivan Johanson, Insurance & Investments Ltd
Gubb & Hardy Ltd	HHR Wellington IB Ltd; Ibis Wellington	Ivan Mravicich; MIS Financial Systems
Gulf Harbour Marina Ltd; Gulf Harbour Marina	Hill, Stephen; American Income Life Insurance Co	Ivan Rump; Rump and Harris Insurance Partnership
Guy Slocum; Sentinel International	Holani, Mele; American Income Life Insurance Co	J T Jamieson and Co, Schroder & Associates Ltd
H & J Smith Finance Ltd	Holcim (New Zealand) Ltd	Jack Jensen; Financial Success Group(2008) Ltd
Halaiunga, Katalina Fangafua; American Income Life Insurance Co	Home Funding Group	Jackie Codyre; NZ Home Loans (Christchurch Central)
Halalilo, Herbert; American Income Life Insurance Co	Hooper, Robert; American Income Life Insurance Co	Jacob Wolt; Bradley Nuttall Ltd
Hall, Gensis Jane; American Income Life Insurance Co	Hotel Grand Chancellor (Auckland) Ltd; Hotel Grand Chancellor Auckland Airport	Jacobus Andries Bester; Rutherford Rede(Akl) Ltd
Hallam Jones Insurance and Superannuation Ltd	Hotel Management (Featherston St) Ltd; Rydges Wellington	Jacqueline Mitchell; NZ Home Loans (Southern)
Halloway Group Ltd	Hotel Ventures Management Ltd; Hilton Lake Taupo	Jacqueline Mitchell; NZ Home Loans Dunedin Metro
Hamilton Riverview Hotel Ltd; Novotel and Ibis Tainui Hamilton	Howard and Co Ltd	Jade Newland; NZ Home Loans (Hamilton)
Hamish Thomas Moorhead; Martin Wakefield Financial Services Ltd	Howard Wallace Dean Wilcox; KVB FX Ltd	James Andrew Dawson; Camelot NZ Ltd Partnership
Hampsta NZ Ltd	HP Financial Services (New Zealand)	James Cook Hotel Ltd; James Cook Hotel Grand Chancellor
Hannah Diana Fisher; Bureau Specialised Insurance Agency Ltd	Huamei Xu; Jin Yuan International	James Davies; Jim Davies Financial Services
Hans Cornelis van der Wilt; Camelot NZ Ltd Partnership	Hud Garrod; NZInvest	James Ernest Black; Nelson Marlborough Mortgage Ltd
Hanson Edward Noel; New Zealand Home Loans (Hawke's Bay) Ltd	Huitong Financial Ltd	James Reid; Reid Investment Consultants Ltd
Hantec (NZ) Co Ltd	Hussein BAYATI	James Robert Currie
Harema, Amiria; American Income Life Insurance Co	I B Ltd	James Sheridan; Morgan Steel Financial Services Ltd; SHARE
Harnett & Milne Ltd; Drivetown, Motor Trade Finance	Ian Alexander Lawrence; Rainey & Associates Ltd	James Sidney Strang; JS Strang Ltd; SHARE
Hauck, Lawrence; American Income Life Insurance Co	Ian Fraser; Cole Murray Group	James Waggett
Hauraki Advances Ltd	Ian French; Lifetime Group	Jamie Allam; NZ Home Loans
	Ian G Harwood; Ian G Harwood Insurance Ltd	Jamie Ian Lester; Triplejump Ltd
		Jamie McCarthy; NZ Home Loans (Wgtn Sth)
		Jan Heath; NZ Home Loans(Blenheim)

Jane Linda Durrant; Triplejump Ltd

Janene Sims; NZ Home Loans Dunedin Metro

Janet Corry; NZ Home Loans (Riccarton)

Janine Wilson; Adonai's Retreat Ltd; NZ Home Loans Levin

Jarkiewicz, Irene Ann; American Income Life Insurance Co

Jaryd Gray

Jasmine Murphy; Grosvenor Investment Management Ltd

Jasvir Singh; NZ Home Loans (Wgtn Central)

Jayne Michelle Sales; NZ Home Loans

Jayne Sales; New Zealand Home Loans (ABDC) Ltd; NZ Home Loans Auckland City

Jeff Kerwin; Mortgage Link Waikato Ltd

Jeff Tobin; Tobin Insurance Services

Jeffrey Maxwell Attwell; Camelot NZ Ltd Partnership

Jenny Aitken; NZ Home Loans (Takapuna) Ltd

Jenny Church; New Zealand Home Loans (ABDC) Ltd

Jenny Keehan; Midas Consulting Ltd; NZ Home Loans (Wgtn Central)

Jeremy Douglas Blampied

Jeremy Hugh Cole; Cole Murray Group

Jeremy Wilson; NZInvest

Jessica Collins; Insurlink Waikato

Jet Park Hotel Ltd; Jet Park Airport Hotel and Conference Centre

Jethro Daniel Hooker; Jethro Hooker & Associates Ltd; Life Plan Ltd, Ease New Zealand Ltd

Jiali Liang; KVB FX Ltd

Jignesh Gajjar; NZ Home Loans Melville

Jill Elizabeth Clearwater; Mortgage Link Otago Ltd

Jill Flatt; NZ Home Loans (Rodney)

Jill Margaret Burns; NZ Home Loans (Kapiti Coast)

Jim Dowsett; Jim Dowsett & Associates Ltd ; SHARE

Jin Peng; Jin Yuan International

Jin Yuan Finance Ltd

Jinyi Zeng; Mortgage Success

Jo Autridge; NZ Home Loans (Hamilton East)

Jo Dudziak; SHARE

Jo Reid; NZ Home Loans Auckland Metro Ltd

Joan Coffey; TJ Waikato; Triplejump

Joanna Go Yap; NZ Home Loans Northcote

Joanne Dudziak; Shearer & Co Ltd; SHARE

Joanne Geary; NZ Home Loans (Massey)

Joanne McRae; NZ Home Loans

Joanne Welch; NZ Home Loans (Kapiti Coast)

Jocelyn Weatherall; Rutherford Rede(Akl) Ltd

Jodie Brown; New Zealand Home Loans (Hawkes Bay) Ltd

Joe Byrne; Grosvenor Investment Management Ltd

Joe Deck

Joga Singh

John Carroll ; Doha Financial Services

John David McKee; NZ Home Loans (Christchurch Central)

John Davies; Project & Ventures Ltd

John Douglas Sorensen; Camelot NZ Ltd Partnership

John Geekie; NZ Home Loans (Manawatu)

John Grogan; John Grogan Insurances 2006 Ltd

John Hettig; Homesave Ltd

John Hill ; SHARE

John Kenel; Assured Property

John Macleod Bishop; NZ Home Loans

John McDonald Judd

John Norton; Grosvenor Investment Management Ltd

John Patrick Grogan; John Grogan Insurances 2006 Ltd

John Raymond Wood; John Wood & Associates Ltd

John Robinson; Lifescan Ltd

John Tonkin; Tonkin Financial Services

John van Winden; NZ Home Loans

John Wood and Associates Ltd

Johnathan Brodie

Johnny Tain; RT Mortgages Solutions Ltd

Johnson Li; Nali Finance Ltd

Jon Laidlaw; NZInvest

Jon Turnbull & Associates; SHARE

Jonathan Neil Keast; NZ Home Loans (Christchurch)

Jonathan Corbett; Mahi Capital Ltd

Jose Mina; NZ Home Loans (Massey)

Joseph James Carroll; NZ Home Loans (Manawatu)

Joseph Ltd; New Zealand Home Loans Paraparaumu

Joseph Merritt; NZ Home Loans (Riccarton)

Joshua David Beckett; NZInvest

Joshua Graeme Don

Joshua Kai Kim Wee; KVB Kunlun NZ Ltd

Josiah Francis Laurant; The Lending Room Ltd

JS Strang Ltd, Strang and Gordon Ltd; SHARE

Judith Ann O'Connor; Ruth Grant Financial Services Ltd

Judy Steiner; Mortgage Link Hawkes Bay

Julian Alan Sheridan; Lifestyle Loans NZ Ltd; Max Loans

Julian Anderson

Julian Sean Henry Bishop; NZInvest

Julian Sheridan; The Lending Room Ltd

Julian Warren Ellis; Quantum Strategies Ltd

Julie Garnham; NZ Home Loans (Paraparaumu)

Julie Taylor; NZ Home Loans(Blenheim)

Jupiter Ltd; Amora Hotel Wellington, Amora Hotel Auckland,

Justine Anne Meybaum; NZ Home Loans (Hawkes Bay)

Justine Bishop; NZ Home Loans

Ka Kui Cheng

Kabir Tewari; Lifestyle Loans NZ Ltd; Max Loans

Kabir Tewari; The Lending Room Ltd

Karen Corlett

Karen Elaine Millar; Prosper Group

Karen Jackson; The Lending Room Ltd

Karen Linda Jackson; Lifestyle Loans NZ Ltd; Max Loans

Karen Margaret McLean; NZ Home Loans (Mana)

Karen Mooney; Lifetime Group

Karlee Agnew

Karyn Notman; NZ Home Loans (Christchurch)

Katalin Daverne; NZ Home Loans

Kate Walker; Strettons Wealth Management Ltd, NIA Financial Advisers Ltd

Kathryn Perumal; NZ Home Loans (Takapuna) Ltd

Katrina Mareorangi Edge; NZ Home Loans (Mana)

Kaufusi, Moli; American Income Life Insurance Co

Kava, Kotoni; American Income Life Insurance Co

Kawarau Village Ltd; Hilton Queenstown

KC Securities Ltd

KCL Custodians Ltd

KCL Investments Ltd

KCL Property Ltd

KCLP Management Ltd

Keith Bradley Dymond; NZ Home Loans (Taranaki)

Keith Dymond; New Zealand Home Loans Egmont

Keith Hiscoke; Camelot NZ Ltd Partnership

Keith Robertson Robertson; NZ Home Loans (Auckland East)

Keith Wilfred Thomas; Cole Murray Group

Kelly Ann Henry; NZ Home Loans (Paraparaumu)

Kelly Ann Henry; Sameli Ltd; NZ Home Loans (Wellington Coastal)

Kelly, Paul; American Income Life Insurance Co

Kelvin McKissock; Lifetime Group

Kenji Watanabe; KVB Kunlun NZ Ltd

Kenneth Thompson; NZ Home Loans (Rotorua)

Kent Morton Sheetz; NZ Home Loans

Kent Sheetz; NZ Home Loans Auckland BDC

Keren-Lee Vale; Vale Financial Services Ltd; SHARE

Kerri Anne Richardson; Peter J Taylor and Associates Ltd

Kerry Augustine; NZ Home Loans Auckland Metro Ltd

Kerry Forde

Kerry Lrissa Duff; NZ Home Loans (Hawkes Bay)

Kerry Lynn ; Even More Solutions

Kerry Ryan; Kerry Michael Ryan and Associates Ltd

Kerry Swan; NZ Home Loans Auckland Metro Ltd

Kerry William Martin; NZInvest

Kerry-Ann de Ruiter; RT Mortgages Solutions Ltd

Kerryn Susan Swan; NZ Home Loans Auckland Metro Ltd

Kettlewell, Warren; American Income Life Insurance Co

Kevin Rodrigues; Rodgar Financial Services

Kevin Ross Hartfield; NZInvest

Kim Amy Fawcett; NZ Home Loans (Tauranga)

Kim Gabites

Kim Yeoh; NZInvest

Kimberley Alice McKeich; NZ Home Loans

Kit Kingston; Dalgety Finance Group Ltd, Dalgety Finance

Kiwi Personal Finance Ltd; Kiwi Money

KKI International Co. Ltd

Kohlhase, Marilyn; American Income Life Insurance Co

Koula, Fononga; American Income Life Insurance Co

KPMG Restructuring Services Ltd

KRC (NZ) Ltd

Kris Miller; NZ Home Loans (Wellington North) Ltd

Kristeen Hanna; NZ Home Loans (Manawatu)

Kristina Kaura Danford; NZ Home Loans

Kristy Paterson; NZ Home Loans

KVB FX Ltd

KVB Kunlun NZ Ltd

Kylie Elizabeth Pay; GEM Solutions Ltd; Triplejump Ltd Central Otago

Kylie Turgis; NZInvest

L J Smits Ltd

Laetitia Peterson; The Private Office

Lam Sam, Pelanatete; American Income Life Insurance Co

Lan's Enterprise Ltd; Golden Mountain Finance

Larnoch Finance Ltd

Latimer Hotel Ltd; Rydges Latimer Christchurch

Laughton Brodie

Laura Carter; Lifetime Group

Laura Virgo; NZ Home Loans (Mana)

Lauren Antonia Bucknor; NZ Home Loans Auckland Metro Ltd

Lauren Bucknor; NZ Home Loans (Christchurch Central)

Laurie-Anne McCrostie; McCrostie & Wilson Risk Specialists Ltd; SHARE

Lauteau, Elisepa; American Income Life Insurance Co

Lawrence Russo; Mortgage Link Bay of Plenty

Layburn Hodges Solicitors Nominee Co Ltd

Le Qiao

Leanne Howard; NZ Home Loans (Hamilton)

Leanne Robyne Hawley; NZ Home Loans Auckland

Leaseco Finance Ltd; Aabaas Finance

Lee O'Connell; NZ Home Loans (Riccarton)

Legg, John; American Income Life Insurance Co

Lei Zhang; IE Money Ltd

Leila Robinson

Leon John Gundesen

Leon Soane Paulo Forde; NZ Home Loans (Moorhouse)

Leota, Lesieli; American Income Life Insurance Co

Leslie (Lee) Smith; NZ Home Loans

Liam Gallagher; Property Finance Solutions Ltd; SHARE

Liam Jensen; NZ Home Loans (Paraparaumu)

Lifestyle Loan NZ Ltd; Max Loans

Likio, Ana; American Income Life Insurance Co

Lincoln Rogers; NZ Home Loans (Christchurch Central)

Linda Mordaunt; NZInvest

Linda Deborah Martin; NZ Home Loans (Riccarton)

Linda Lee Mastny; Taupo Moana Funds Ltd

Linda Louise Shaw; NZ Home Loans (Ormiston) Ltd

LinFoon, Cheong; Medishield Ltd

Linkloan Trustees Ltd

Lisa Darling; NZ Home Loans (Christchurch Central)

Lisa Jane McCall; NZ Home Loans Auckland Metro Ltd

Lisa Maitland; The Lending Room Ltd

Lisa Perring; lifetime Group

Liz Cole; NZ Home Loans (Taranaki)

Lloyd Ball; Peter Dredge Ltd

Lo, Elisapeta Ofa; American Income Life Insurance Co

Loan & Insurance Services.

Loan Star Finance Ltd

Logic Fund Management Ltd

Lorna Harris; Jamal Investment Properties Ltd; Prosper Group

Loyal Overseas Ltd

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Luke Anthony Parsons; NZ Home Loans (Hamilton East)

Luke Atkins; Welcome Home Foundation Ltd

Luwei Jiang; Jin Yuan International

Luxottica Retail New Zealand Ltd; OPSM, Laubman & Pank

Lyle Joseph Flood; NZInvest

Lynaire Neilson; Mortgage Link Eastland Ltd; Mortgage Link Eastland

Lynda Marie Blackburne; NZ Home Loans

Lynley Shaw; NZ Home Loans (Canterbury)

Lynlie Anne Stairmand; NZ Home Loans (Hastings City)

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Lynn Trass; New Zealand Home Loans (Whangarei 2011) Ltd

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Ma Theresa Fanuncio, TNR System Ltd

Ma. Ella Cabe (Ella) Pangan; NZ Home Loans Eastern Bays

Maat Consulting Ltd

MAC Warranties Ltd

Mactor Ltd; New Zealand Home Loans Ellerslie

Mahesh Parmar; NZInvest

Mahi Capital Ltd; Mahi Capital

MahiFX Ltd

Mahipal John Mathews; NZInvest

Mainland Capital Investment Management Ltd

Makau, Alipate; American Income Life Insurance Co

Makau, Mele; American Income Life Insurance Co

Malcolm Shepherd; Ruth Grant Financial Services Ltd

Malcolm Eves

Malcolm Papworth; Bradley Nuttall Southern Lakes Ltd, Papworth Financial Planning, Papworth Asset Management Ltd

Manaiakalani Education Trust.

Manveet Singh; Megalo Ltd

Marcus Cranfield; Cranfield Insurance and Investment Ltd; Cranfield Group

Marcus John Cranfield

Maree Christine Lawson; Martin Wakefield Financial Services Ltd

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Maria Elizabeth Edwina (Beth) Andres; NZ Home Loans (Takapuna) Ltd

Maria Gay Solomann; NZ Home Loans (Gisborne)

Maria Parsons; NZ Home Loans (Whangarei)

Mariam Erasmus; NZ Home Loans (Auckland East)

Marie Joyce Wootton; New Zealand Home Loans (Whakatane) Ltd

Marina Blackburn; New Zealand Home Loans (ABDC) Ltd; NZ Home Loans Auckland City

Marites Jumalon (Tess) Aranas; NZ Home Loans Eastern Bays

Mark Andrew Adams; NZ Home Loans (Whangarei)

Mark Anthony Wright; NZ Homes Loans

Mark Baker; Lifetime Group

Mark Christopher Collins ; New Zealand Home Loans

Mark Davie; NZ Home Loans

Mark Evans; Site Managers Ltd

Mark Ferguson; NZ Invest

Mark Hallam Jones; Hallam Jones Insurance & Superannuation Ltd

Mark James Stone; NZ Home Loans (Wellington North) Ltd

Mark Langdon; Lifetime Group

Mark Norman Papps; Nelson Marlborough Mortgage Ltd

Mark Sherlock

Mark Sims; NZ Home Loans (Rotorua City)

Mark Staniford; Lifetime Group

Mark Thomas Albiston; Todd Family Office Ltd

Marnie Clapp; Future Foundations

Martelli McKadam Solicitors Nominee Co Ltd

Martin Ford; Coastal Brokers

Martin Hawes; Baker Hawes Consultants Ltd

Martin Robinson; Commix Group Ltd; SHARE

Martin Wakefield Financial Services Ltd

Martyn Boyd Harries; NZInvest

Mary Doyle Lifecare Complex Ltd; Mary Doyle Lifecare Ltd

Matrixx Capital Markets Ltd

Matt Thorburn

Matthew Frank Armstrong; NZ Home Loans

Matthew Gibson; KCL Property

Matthew McEwan; Platinum Finance

Matthew Rule; TJ Wisely Ltd; Triplejump

Maumau, Sione Fiftia; American Income Life Insurance Co

Maureen Susan Blackburn; Midas Consulting Ltd; NZ Home Loans (Wgtn Central)

Mauu, Fuaifale; American Income Life Insurance Co

Max International College for Fitness Professionals Ltd; Go2 Finance

Maxwell, Joan; American Income Life Insurance Co

MCA NZ Ltd

MCA Trustee Ltd

MCI Markets Ltd

McKenzie, Stuart A; American Income Life Insurance Co

McQuoid, Karen; American Income Life Insurance Co

Meegan Ivy Davis; GEM Solutions Ltd; Triplejump Ltd Central Otago

Meena Kumari Chandra; NZInvest

Megalo Ltd

Megan Ann Baker; NZ Home Loans

Megumi Kawata; KVB Kunlun NZ Ltd

Mehernosh Kotwal; The Advisor Channel

Melanie Alican; NZ Homes Loans (Massey)

Melinda Baker; P&B International Ltd; NZ Home Loans (Massey)

Melville, Anne Aletta; American Income Life Insurance Co

Meridian Brokers Ltd

Mervyn Harold Simpkin

Mervyn James Clearwater; Mortgage Link Otago Ltd

Michael Allan Walters; Mortgage Link Otago Ltd

Michael Anthony Hallwright; NZ Home Loans

Michael John Chamberlain

Michael John Murray

Michael John Pedersen; NZ Home Loans (Auckland East)

Michael Jonathan Turnbull; SHARE

Michael O'Donnell; Central Brokers Insurance Ltd

Michael Seiler; NZLCC Ltd

Michael Stuart Currie

Michael Tranter; Southern Assurance Ltd; SHARE

Michael Wilson Rainey; Rainey & Associates Ltd

Micheal Jonothan Murray; Cole Murray Group

Michelle Ann Cook; Noel Cook Services Ltd; SHARE

Michelle Maxwell

Midas Consulting Ltd; New Zealand Home Loans WBDC

Mike (Miguel) De La Fuente; NZ Home Loans Northcote

Mike Keehan; Midas Consulting Ltd; NZ Home Loans (Wgtn Central)

Mike Rollo; NZ Home Loans (Manawatu)

Mike Williams; Williams Financial Services Ltd; SHARE

Miles Christopher Flower, Flower Financial Ltd; NZInvest

Millennium and Copthorne Hotels New Zealand Ltd

Min Li; Jin Yuan International

Miranda Newbury; NZ Home Loans (Christchurch Central)

Miroslav Cosovic; NZ Home Loans

Mobil Oil New Zealand Ltd

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Mortgage Link Waikato Ltd; Mortgage Link Waikato

Mortgage Link Wanganui

Motor 1 Ltd; Citymotorgroup, Autoglobe 2011, South Pacific Motor Distributors, City Imported Autos, City Finance, City Commercial Vehicles, City Autos Direct, City Auto Repairs

Motorbike and Marine Finance Ltd

Munich Capital Ltd

Murray Deans

Muta, Tuivale; American Income Life Insurance Co

Natalie Veronica Koretz; NZ Home Loans Hamilton Central

Natasha Anne Lewis; NZ Home Loans (Hamilton)

Natasha Richardson; NZ Home Loans (Wellington North) Ltd

Natures Reward Ltd; New Zealand Home Loans Hibiscus Coast

Natvar Vallabh; Taupo Moana Funds Ltd

Naveed Hamid; Link Finance Ltd

Navpreet Singh; Megalo Ltd

Neil Tuffin; Maat Consulting Ltd

Neil McKay; Todd Family Office Ltd

Neil Schroeder; No 8 Lifebrokers Ltd; SHARE

Neil Tuffin; Wealth NZ Ltd

Nelson Management Services 2006 Ltd

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New Zealand Home Loans (Gisborne)

New Zealand Bloodstock Leasing Ltd

New Zealand Bloodstock Ltd

New Zealand Home Loans

New Zealand Home Loans (Christchurch) Ltd

New Zealand Home loans (Eastern Bays) Ltd

New Zealand Home Loans (Manawatu) Ltd

New Zealand Home Loans (North Harbour) Ltd

New Zealand Home Loans (Northcote)

New Zealand Home Loans (Rotorua City)Ltd

New Zealand Home Loans (Whangarei 2011) Ltd; New Zealand Home Loans Whangarei

New Zealand Home Loans (Whangarei South)

New Zealand Home Loans Auckland City

New Zealand Home Loans Auckland East

New Zealand Home Loans Blenheim Ltd

New Zealand Home Loans Christchurch Central

New Zealand Home Loans Christchurch North

New Zealand Home Loans Dunedin Metro Ltd

New Zealand Home Loans Franklin District (2012) Ltd

New Zealand Home Loans Hamilton City

New Zealand Home Loans Hamilton Metro

New Zealand Home Loans Hamilton West Ltd

New Zealand Home Loans Mana

New Zealand Home Loans Nelson

New Zealand Home Loans Nelson Bays Ltd

New Zealand Home Loans North West Canterbury

New Zealand Home Loans Ormiston Ltd

New Zealand Home Loans Parnell

New Zealand Home Loans Riccarton

New Zealand Home Loans South Ltd

New Zealand Home Loans Southern Ltd

New Zealand Home Loans Takapuna

New Zealand Home Loans Tauranga Ltd

New Zealand Home Loans Whakatane

New Zealand Homes Loans (Te Atatu) Ltd

New Zealand Honey Producers Cooperative Ltd.

New Zealand Local Government Funding Agency Ltd; LGFA

New Zealand Mortgages and Securities

New Zealand Post Ltd; New Zealand Post, Postshop

Ngan Bao Chau; NZ Home Loans (Christchurch)

Nguyen, Chien; American Income Life Insurance Co

NHFS (2014) Ltd; New Zealand Home Loans(Hawkes Bay)Ltd

Nia, Mani; American Income Life Insurance Co

Nic Craven; Grosvenor Investment Management Ltd

Nicholas Michael Dredge; Peter Dredge Ltd; Nicholas Dredge Ltd

Nicholas Hurst; Feed Ltd

Nick McCrostie; McCrostie & Wilson Risk Specialists Ltd; SHARE

Nicky Marie Ludlow; NZ Home Loans (Whangarei)

Nicola Janet Lloyd; NZ Home Loans (Canterbury)

Nicola Janet Malcolm; NZ Homes Loans (Nelson)

Nicola Treves; NZ Home Loans (Christchurch)

Nicola Wallendorf; NZ Home Loans

Nicole Cheri Lewis; New Zealand Home Loans Botany Ltd

Nicole Sarah Yates; NZ Home Loans (Moorhouse)

Nicole Viljoen; New Zealand Home Loans (Hawkes Bay) Ltd

Nigel John Deveney; CII Group

Nigel Watkins; Commercial Finance Solutions (HB) Ltd

Nikki Vercoe; NZ Home Loans

Nikua Group PTY Ltd; Nikua Money Transfer

Niulevu, Malakai; American Income Life Insurance Co

NLA Financial Advisers & Strettons Wealth Management Ltd

Noel Cook Services Ltd; SHARE

Noel Perry Cook

Noel Richard Charles

Nohotima – Collins, Estania: American Income Life Insurance Co

NP Property Management Ltd

NPT Ltd

NZ Capital Group Ltd

NZ Driver Finance Ltd; NZ Driver Finance

NZ Guarantee Ltd; Bond Assist, Smartbond

NZ Home Loans (Albany N.S.) Ltd; New Zealand Home Loans Albany

NZ Home Loans (Hamilton East) 2004 Ltd

NZ Home Loans (Hastings City)

NZ Home Loans (Kapiti Coast) Ltd

NZ Home Loans (Taranaki)

NZ Home Loans Canterbury Metro

NZ Home Loans Massey

NZ Home Loans Waitakere

NZ Home Loans Whitmore

NZALPA Trustee Co Ltd

NZHL Auckland Metro

NZInvest Ltd; NZInvest

Oakwoods Retirement Village (2012) Ltd; Oakwoods Village

Odette Dulce-Madrisa NZ Home Loans (Mana)

Odette Dulce-Madrisa; NZ Home Loans (Massey)

O'Donoghue Mortgage Consulting Ltd; O'Donoghue Finance Services

O'Halloran, Felicity Ann; American Income Life Insurance Co

Oliver Michael Newland; Newland Burling & Co Ltd; Residential And Commercial Solutions Ltd

Oliver Mortgage & Insurance Ltd; SHARE

Olivia Tucker; New Zealand Homes Loans South Hamilton

Omokoroa Investments Ltd

Orchard Course Markets Ltd

Ordeniza, Elsie; American Income Life Insurance Co

Orr, Graeme; American Income Life Insurance Co

Orwell Union Ltd

Oscar Pan; Capstone Financial Service Ltd

Osmond Malaluan; NZ Home Loans (Massey)

Otto Lijzenga; Camelot NZ Ltd Partnership

Owen George Nash; SuperLife Ltd,

Oyster Management Ltd

Oyster Property Group Ltd

Ozougwu, Aloysius; American Income Life Insurance Co

Pacific Dawn Ltd

Pacific Finance Services Corporation Ltd; Pacific Finance, PFS

Pacific Financial Derivatives Ltd

Pacific Property Fund Ltd

Pacific Way Money Transfer Ltd

Pamela Anne Roff; Camelot NZ Ltd Partnership

Pamela Clayton; PJ Clayton ; NZ Home Loans Tauranga South

Pamela Wood; NZ Homes Loans (Taupo)

Pankaj Pankaj; IB Ltd

Papalii, Lafi; American Income Life Insurance Co

Pasikala, Lineti; American Income Life Insurance Co

Pasikala, Tangata; American Income Life Insurance Co

Patrica Chew; NZ Home Loans

Patricia Joyce Conlon; Peter J Taylor and Associates Ltd

Patricia Justine Iversen; Camelot NZ Ltd Partnership

Patricia, Boon Hoon Chew; Act Now Holdings Ltd; NZ Home Loans (Rodney)

Patrick Pardo; P&B International Ltd; NZ Home Loans (Massey)

Patrick Pollock; Hallam Jones Insurance & Superannuation Ltd

Paul Bielby; Auto Loan Co Ltd

Paul Butler; Mortgage Link Wanganui

Paul Cheng & Co Solicitors Nominee Co Ltd; Paul Cheng & Co

Paul Clifford Davie; NZ Home Loans Auckland Metro Ltd

Paul Cootes ; SHARE

Paul Davie; NZ Home Loans Auckland Metro Ltd

Paul Edward Newton; NZ Home Loans (Christchurch Central)

Paul Edward Newton; NZ Home Loans Auckland Metro

Paul Fossi; NZInvest

Paul Fuller; Mortgage Room Ltd; Prosper Group

Paul Hinton; NZ Home Loans (Thames)

Paul James Tuffin; Maat Consulting Ltd

Paul Lewis Rouse Gardner

Paul Loughton; Riccarton Financial Centre Ltd; Paul Loughton Financial Services

Paul Maher; Mortgage Link North

Paul Ronald Bielby; Auto Loan Co Ltd

Paul Scott-Hewitt; NZ Home Loans (Moorhouse)

Paul Soma ; SHARE

Paul Townsend; NZ Home Loans (Christchurch Central)

Pavan Thomas (Zac) Kurien; Camelot NZ Ltd Partnership

Paycom Ltd

Pearce, Jeff; American Income Life Insurance Co

Pearson, David; American Income Life Insurance Co

Peijun Sun; Jin Yuan International

Pelorus Finance Ltd; Pelorus Finance

Penelope May Jaggar; Mortgage Link Otago

Peng Zhao; KVB Kunlun NZ Ltd

Peraua, Mele; American Income Life Insurance Co

Peter Hubbard

Peter Bishop

Peter Brian Christensen; Camelot NZ Ltd Partnership

Peter David Shanks; Risk Specialists Ltd; SHARE

Peter Desmond Donovan; Camelot NZ Ltd Partnership

Peter Diggory Brooke ; Brooke Risk Management and Finance

Peter Douglas Cave; Camelot NZ Ltd Partnership

Peter Dredge Ltd

Peter Hickmott

Peter J Taylor and Associates Ltd

Peter James Mallon; NZ Home Loans Auckland Metro Ltd

Peter James Taylor; Bridget Jones Property Investments Ltd; Peter J Taylor and Associates Ltd

Peter John Hall; NZ Home Loans (Tauranga)

Peter Jones; NZ Home Loans (Rotorua)

Peter King; NZ Home Loans (Riccarton)

Peter Mallon; NZ Home Loans Auckland Metro Ltd

Peter Rodger, Nigel Deveney; Rodger & Deveney; CII Group

Peter Stewart Dredge; Peter Dredge Ltd

Peter Thomas Rodger; CII Group

Peter Trevor Durandt; NZ Home Loans (Hamilton East)

PetPlan Australasia Ltd

PGG Wrightson Trustee Ltd

Pharmacy Retailing (NZ) Ltd; ProPharma, PWR Pharmacy Wholesale

Philip Ashton; Rutherford Rede(Akl) Ltd

Philip Colin Muir; NZ Home Loans(Blenheim)

Philip Martin Quinn; Lifetime Group

Philippa Bradley; Bradley Nuttall Ltd

Phillip Edward Christmas; Remax Group Ltd; Mortgage Link Manawatu

Phillip Matthews; Grosvenor Investment Management Ltd

Phillip McConnell; Arnage Capital Partners Ltd; Triplejump Franklin

Phillip Noel Harris; Camelot NZ Ltd Partnership

Pip Hall; NZ Home Loans (Tauranga)

Pitoai, Tauava; American Income Life Insurance Co

Platinum Finance Ltd

Plus Finance Ltd

PMR Mortgages NZ Ltd

Port Marlborough New Zealand Ltd

Potoae, Asenati; American Income Life Insurance Co

Prateek Gupta; The Financial Aspects Ltd

Prawin Daya; NZ Home Loans (Ormiston) Ltd

Preet Kamal Kaur; NZ Home Loans (Ormiston) Ltd

Preetika Kumar; NZ Home Loans (Manawatu)

Premier Interchange Gateway LP ; Fxpig

Prime FX Ltd

Princes Wharf Hotel Ltd; Hilton Auckland

Priti Gupta; Gupta Loans & Insurance Ltd

Private Asset Management Ltd

Professional Mortgage Investment Managers Ltd

Projects & Ventures Ltd

Property Managers Ltd

Property Managers Syndications Ltd

Qian Zhang

QK Finance Investment Ltd

Quantum Strategies Ltd

Queenstown Housing Bonds

Quick Finance Ltd

Quintin Frederick Bruce

Rachael Sexton; NZ Home Loans (Christchurch)

Rachel Ann Varcoe; NZ Home Loans (Hamilton)

Rachel Wang, Capstone Financial Services

Racquel Patricia Edwards (Mollart); Peter J Taylor and Associates Ltd

Raewyn Lois Thomas; RT Mortgages Solutions Ltd

Rainey and Associates Ltd

Rajwinder Singh Harike; IB Ltd; Megalo Ltd

Rapid Loans NZ Ltd

Raylene Maree Bane; NZ Home Loans (Moorhouse)

Raymond Maurice Frederick Storey; NZInvest / Insure Me Ltd

Raymond S Walker Solicitors Nominee Co Ltd

Raymond Siesicks; Hallam Jones Insurance & Superannuation Ltd

Raymond William Harris; Grosvenor Investment Management Ltd

RAY'S; RAYS

RD 1 Ltd

Real ECN Ltd

Real Transfer Ltd

Rebecca Cowie; Lifetime Group

Rebecca Ellen Clifton; Camelot NZ Ltd Partnership

Rebecca Gebbie; NZ Home Loans (Christchurch Central)

Rebecca Katherine (Bex) Smith; NZ Home Loans (Christchurch Central)

Rebecca Leys

Rechelle Hollinger; Mortgage Link Waikato

Red Rat Clothing Ltd

Redhorse Ltd

Rehupo, Kara; American Income Life Insurance Co

Re-Max Group NZ Ltd; Mortgage Link Manawatu

Renaissance Capital Investment & Finance Group Ltd; RCIF Group

Renaissance Capital Markets Ltd; Renaissance Capital Markets

Renee Harman; NZ Home Loans (Canterbury)

Renee Maxwell; New Zealand Home Loans Whangarei

Renee Woolston; NZ Home Loans (Mt Albert)

Rennie Steen Magee; Todd Family Office Ltd

Rex, Nicole; American Income Life Insurance Co

Rice Craig Solicitors Nominee Co Ltd

Richard Allan Ford; Triplejump Ltd

Richard Benton; Hallam Jones Insurance & Superannuation Ltd

Richard Boyne Myhre; Triplejump Ltd

Richard Corliss; Synergy Finance Group

Richard David Monks; Flight Centre (NZ) Ltd; Moneywise Global

Richard David Paul Hopkins; NZ Home Loans (Riccarton)

Richard Devereux

Richard Field

Richard Knight; Rutherford Rede SuperSolutions Ltd & Rutherford Rede (Akl) Ltd

Richard Petersen; Mortgage Link Waikato Ltd

Richard Thomas; THG Management Ltd; SHARE

Risk Management Taranaki Ltd; Triplejump

Risk Specialists Ltd; SHARE

Robbie Crawford; Lifetime Group

Robbie Joseph Schneider; Vesta Ltd; Succession First, Financial Counselling

Robert Allen Clark

Robert Bull; NZInvest

Robert Greer; NZ Home Loans (Kapiti Coast)

Robert John Stewart; NZ Home Loans Auckland Metro Ltd

Robert Michael Gerrie Columbus; NZ Home Loans (Christchurch Central)

Robert Stewart McRae; NZ Home Loans

Robin Whalley; Chatton Properties Ltd

Robyn Christie; NZ Home Loans Auckland Metro

Robyn Klinac ; Prosper Group

Rochelle Tamblin; 2RTamblin; NZ Home Loans Papamoa

Roger Coulson; Coulson McDowall

Roger Dickie (NZ) Ltd

Roger John Tamblin; 2RTamblin; NZ Home Loans Papamoa

Roger Mattner; NZ Home Loans

Roger Wyatt, Wyatt Investment Services Ltd; Wyatt Investment Services

Rosanne McConnel; Cole Murray Group

Roseann McConnel; Grosvenor Investment Management Ltd

Rosemary Hopcroft; NLA Financial Advisers & Stretton Wealth Management

Rosemary Hopcroft; Triplejump

Rosewood Developments Ltd; RDL

Ross Laredo; Laredo Risk & Insurances Ltd; SHARE

Rout Milner Fitchett Solicitors Nominees Co Ltd; Rout Milner Fitchett

Rowan David Shanks; Risk Specialist Ltd; SHARE

Rowe, Richard; American Income Life Insurance Co

Rowena Derry; NZ Home Loans

Rowena Telebrico Sabdao; NZ Home Loans (Ormiston) Ltd

Roy Dykes; Rutherford Rede

RT Mortgage Solutions

Rump and Harris Insurance Partnership

Ruralco NZ Ltd; Ruralco

Russell Blick; Lifetime Group

Russell Good; Goodlife Insurance Brokers Ltd; SHARE

Russell Investment Group Ltd; Russell Investments

Russell Maher; Forex Brokers Ltd

Russell William Latimer; Taurus Mortgages Ltd

Russell, Rhiarna; American Income Life Insurance Co

Rustom Shavaksha Turel ; Insurewise NZ Ltd

Ruth Grant

Ruth Grant Financial Services Ltd

Rutherford Rede (Akld) Ltd

RW Finance Ltd

Ryan William Hahipene; Taupo Moana Funds Ltd

SafeKiwi Escrow, New Zealand Real Estate Trust

Sak Leng Day; NZ Home Loans (Wellington North) Ltd

Sam Cranfield; Grosvenor Investment Management Ltd

Sam Keefe; NZ Home Loans Rotorua City

Sam MacDonald; Vulcan Capital

Samoa Money Transfer Ltd

Samuel Mortensen; Platinum Finance

Samuel Addison Walter; Camelot NZ Ltd Partnership

Samuel Hogg; Lifestyle Financials (BOP) Ltd; Wilson & Associates

Samuel Stewart Dredge

Samuel Chong; Act Now Holdings Ltd; NZ Home Loans (Rodney)

Sandi Corbishley; Lifetime Group

Sandra Algar; Mortgage Link Hutt Valley

Sandra Allan; Camelot NZ Ltd Partnership

Sandra Ansley; NZ Invet

Sandra Wilson; Mortgage Link Otago

Santillana, Ruben; American Income Life Insurance Co

Santos, Hugo; American Income Life Insurance Co

Sarah Harcourt; Hallam Jones Insurance & Superannuation Ltd

Sarah Jubal Spain; NZ Home Loans (Riccarton)

Sarah Loza; Mortgage Room Ltd; Prosper Group

Sarah Nancy Apanui; Taupo Moana Funds Ltd

Sarah Overbye; NZ Home Loans (Christchurch)

Sarina Devi Sharma; NZ Home Loans (Hamilton)

Save My Bacon Ltd; Save My Bacon

Schwenke, Lionel; American Income Life Insurance Co

SCL Finance Ltd

Scott Alan Davis

Scott Graham; Mortgage Link Taranaki

Scott Lindsay Haumaha; NLA Financial Advisers & Stretton Wealth Management

Scott Rainey; Bradley Nuttall Ltd

Scott West; Logic Fund Management Ltd

Sean Newman; Todd Family Office Ltd

Seumanutafa, Lelei; American Income Life Insurance Co

Seventh City Finance Ltd

Shamrock Superannuation Ltd

Shan Jin; KVB Kunlun Ltd

Shanahans Solicitors Nominee Co Ltd

Shane Hendrikz ; Optio Finance

Shane Joseph Wearmouth

Shane Leslie Michael Adamson; NZ Home Loans (Nelson)

Shannen Gegan; NZ Home Loans Auckland BDC

Shannen Margaret Gegan; NZ Home Loans

SHARE NZ Ltd; SHARE

Sharon Marie Pearce; Triplejump Hawkes Bay

Sharon Mary Hale; NZ Home Loans (Hamilton East)

Sharon Mitchell; NZ Home Loans

Sharon Simpson; NZ Home Loans (Mana)_

Shashwat Duggal; SSR Holdings Ltd; Lifetime Group

Shaun Harkin; NZ Home Loans Auckland Metro Ltd

Shayne Massey; New Zealand Home Loans Taupo

Shearer & Co Ltd; SHARE

Shelley Findlay; NZ Home Loans

Shelley Renalson; NZ Home Loans (Southern)

Sheralee Searancke; Camelot Ltd Partnership

Sheree Eising; NZ Home Loans (Wellington North) Ltd

Sheyan Samarasinha; NZ Home Loans (Ormiston) Ltd

Shion Carpenter; NZ Home Loans Auckland Metro Ltd

Shirley Annette Jeffreys; NZ Home Loans

Shirley Carse; NZ Invest

Short Solicitors Nominee Co Ltd

Shruti Bansal; NZ Invest

Sichen Meng; Jin Yuan International

Simanu, Mary; American Income Life Insurance Co

Simanu, Mele; American Income Life Insurance Co

Simon James Teague; Possum Fox Ltd; NZ Home Loans Christchurch North

Simon Morris; NZ Home Loans (Moorhouse)

Simon Paul Cashmore

Simon Swallow; Charter Square Services

Sio & Sam Ltd

Sisi Wu; Jin Yuan International

Sitagata, Lile; American Income Life Insurance Co

Smartcover Finance Ltd; Smartcover Finance

Smartpay Holdings Ltd

Snap-On Tools (New Zealand) Ltd; Snap-On

Sol Market Ltd Partnership; Solforex

Solidary Markets NZ Ltd

Songyuan (Benny) Huang (Wong); KVB Kunlun NZ Ltd

Soo Wan Gan; KVB Kunlun Ltd

Sophie Te Tana; Peter J Taylor and Associates Ltd

Sorcha Coghlan; NZ Home Loans (Moorhouse)

Southern Pacific Financial Group

Spark Finance Ltd

Spark New Zealand Trading Ltd

Spark Trustee Ltd

Speirs Finance (NZ) Ltd Partnership

SR Dresdner Financial Services Ltd

Srecko Ulrich; NZInvest

SSR Holdings Ltd; Lifetime Group

St Moritz Management Ltd; Hotel St Moritz

Stacey Lee Stefadouros; NZ Home Loans (Rotorua)

Stamford Hotels (NZ) Ltd; Stamford Plaza Auckland

Standard Mortgage Trust Ltd

Stefan Armstrong; NZ Home Loans (Moorhouse)

Stefanie Anne Wilson (Netto); The Lending Room Ltd

Stefanie Netto; Lifestyle Loans NZ Ltd; Max Loans

Stephanie Chiplin; Mortgage Link West

Stephen Andrew Booth; Nelson Marlborough Mortgage

Stephen "Charles" Lambert; Cole Murray Group

Stephen Edward Parr; Camelot NZ Ltd Partnership

Stephen John Cox

Stephen Mckay Kirk; NZ Home Loans (Wgtn Sth)

Stephen Moore

Stephen Morgan; Todd Family Office Ltd

Stephen Robert Oliver; Steve Oliver Financial Services Ltd

Steve Cudic

Steve Deeble; Lifeco Ltd

Steve Fleming; NZ Home Loans (Auckland East)

Steve McLellan; NZ Home Loans

Steven George Posa; NZ Invest

Steven Henry Crawshaw

Steven Peter Doland; Peter Dredge Ltd

Steven Radich; Triplejump

Stewart Cameron Harris; Camelot NZ Ltd Partnership

Stewart Hughes

Stewart Wright; Insurance Contract Services Ltd; Prosper Group

Stock Plan Ltd

StockCo Ltd

Stowers, Elizabeth; American Income Life Insurance Co

Strathallan Lifecare Village Ltd; Strathallan Lifecare Ltd

Stuart Wills; Mortgage Link West

Stuart Auld; Cooper Insurance Ltd; Cooper Insurance

Sudhir Duggal; SSR Holdings Ltd; Lifetime Group

Sue Macilwee; 2RTamblin; NZHL Papamoa

Sue Winders; Peter J Taylor and Associates Ltd

Sue-Anne Leitch; NZ Home Loans (Wellington North) Ltd

Sumita Finance Ltd

Summit Equity Fund Ltd

Sundar, Anil; American Income Life Insurance Co

Sunia Pettitt; NZInvest

SuperLife Ltd; Superlife

Superlife Trustee Ltd

Susan Carmel Bennett; NZ Home Loans (Tauranga)

Susan Daulby; Cole Murray Group

Susan Kaye Warburton; Peter J Taylor and Associates Ltd

Susan Valerie Bates; NZ Home Loans

Susan Yoro Gordula; NZ Home Loans (Massey)

Suzanne Hopkins; NZ Home Loans (Riccarton)

Suzanne Rogers; Todd Family Office

Sweeney Ng; Triplejump

Sydney Trevor Hanna; Camelot NZ Ltd Partnership

Syed Abdul Hadi, Model Financial Services Ltd

Taamilosaga, Paul; American Income Life Insurance Co

Tafaese, Annastasia; American Income Life Insurance Co

Tainui Auckland Airport Hotel GP Ltd; Novotel Auckland Airport

Tairua Marine Charitable Trust Board

Tairua Marine Ltd

Takave, Tungane Kore; American Income Life Insurance Co

Tania Maree Thomas; NZ Home Loans (Ormiston) Ltd

Tania Thomas; NZ Home Loans

Tanya Elizabeth McQueen; Financial Success Group(2008) Ltd

Taogaga, Soonalote; American Income Life Insurance Co

Taufalele, Uililose; American Income Life Insurance Co

Taupo Moana Funds Ltd

Taupo Moana Iwisaver Ltd

Taurus Mortgages Ltd

Teamtalk Ltd

Technology Holdings Ltd

Tegan Bronkhorst; NZ Home Loans (Christchurch Central)

Teleco Insurance (NZ) Ltd

Telecom Rentals Ltd

Telnet Services Ltd

Templar Fund Ltd

Tempo Allegro Ltd

Terrance McCartney; NZ Home Loans (Moorhouse)

Terry Cooper; New Zealand Home Loans Manukau Ltd

TFTM Ltd

The Heritage Hotel Auckland Ltd; Heritage Auckland

The Heritage Hotel Christchurch Ltd; Heritage Christchurch

The Heritage Hotel Queenstown Ltd; Heritage Queenstown

The Lending Room Ltd; The Lending Room

The Trustees of PGG Wrightson Employee Benefits Plan

The Trustees of The Salvation Army New Zealand Officers' Superannuation Scheme

Theresa Hatton; Hatton Financial Services

Thomas Dobbie; NZInvest

Tiata, Janet; American Income Life Insurance Co

Tim Erp; NZ Home Loans (Takapuna) Ltd

Timeless Investments Ltd; Mortgage Link Taupo

Timothy Henry Lichtenstein

Timothy Martin Wild; Grosvenor Investment Management Ltd

Tina Eileen Turner; Camelot NZ Ltd Partnership

Tina Marie Wilson; Taupo Moana Funds Ltd

Tina Patricia Evans; Camelot NZ Ltd Partnership

Tiseli, Asenita L T; American Income Life Insurance Co

Tiseli, Viliami Teli; American Income Life Insurance Co

TJ HB Ltd; Triplejump Hawkes Bay

TJ Manawatu Ltd; Triplejump

TJ Taupo Ltd; Triplejump

TJ Waikato Ltd; Triplejump

TJ Wiseley Ltd; Triplejump

Todd Blythe; Camelot NZ Ltd Partnership

Todd Family Office Ltd

Todd Michael Power; Camelot NZ Ltd Partnership

Todd Sutton; Bradley Nuttall

Tokahere, Ritia; American Income Life Insurance Co

Tom Mail; NZInvest

Toni Ann Robins; NZ Home Loans (Ormiston) Ltd

Toni Robins; NZ Home Loans(Hillpark) Ltd

Tony Condon; Gentrol Ltd; New Zealand Home Loans Hamilton North

Tony Copping; Mortgage Link Coastwide Ltd; Mortgage Link Coastwide

Tony Dowell; Janton Investments Ltd; SHARE

Tony Peng; Huitong Financial Ltd

Top Country Properties Ltd

Tracey Devey; NZ Home Loans

Tracey Lee Hayston; NZ Home Loans (Mana)

Tracey Mary White; NZ Home Loans

Traci-Lee Klinac; Jamal Investment Properties Ltd; Prosper Group

Tracy Bucknell; NZ Home Loans (Whangarei)

Tracy Knight; Peter J Taylor and Associates Ltd

Tracy Thompson; Mortgage Link Central Otago

Trade Me Ltd

Traders Investments Ltd

Transpower New Zealand Ltd

Travel Money (NZ) Ltd; Travel Money

Treena Jordon; NZ Home Loans Auckland

Tresna Colleen Ingle; New Zealand Home Loans (Whakatane) Ltd

Trevor Myers; Myers Financial Services Ltd

Trevor Shaskem; NZ Home Loans (Gisborne)

Trevor Tiplady; Hollyford Mortgages Ltd; Hollyford Mortgages

Trevor Wayne Moore

Trina Lee Jury; NZ Home Loans (Taranaki)

Triplejump Group Holdings Ltd

Tripp Rolleston & Co Nominee Co

Trudy Baker; NZ Home Loans (Moorhouse)

Trudy Thompson; NZ Home Loans (Christchurch)

Tuatara Management Ltd

Tuifua, Alisi; American Income Life Insurance Co

Tuifua, Tevita; American Income Life Insurance Co

Tuilaepa, Sina; American Income Life Insurance Co

Tuionetoa, Hifo-Fi-T; American Income Life Insurance Co

Tupou, Isileli; American Income Life Insurance Co

Tupouniua, Ofa; American Income Life Insurance Co

Tupouniua, Tevita; American Income Life Insurance Co

Turners and Growers Ltd

Tusivili, Antonina Faith; American Income Life Insurance Co

UBT Business Coaching; UBT Accountants

UHY Haines Norton Advisers Ltd; Mortgage Link West

Uilelea, Juanita S; American Income Life Insurance Co

Uipa, Alfred; American Income Life Insurance Co

Unit2go Ltd

United Market Oracle International Ltd; UMOFX

UPFX.COM Ltd

Uppoint Group Ltd

US 50 Fund Ltd

Vaai, Afuiva; American Income Life Insurance Co

Vahid Ahmad Khan Bigy; Persian Network Ltd

Vaikini Teulilio

Vaitohi Finance Ltd

Vanessa Belton; Greenlight Mortgages Ltd; Prosper Group

Vanessa Jensen; Grosvenor Investment Management Ltd

Vavau, Vatapuia; American Income Life Insurance Co

Vea, Afega; American Income Life Insurance Co

Vea, Hailame; American Income Life Insurance Co

Vena, Daniel; American Income Life Insurance Co

Vernon Malcolm

Verplank Ltd; Silverwood Joint Venture

Viaduct Health Ltd

Viaduct Quays Hotel Ltd; Sofitel Auckland Viaduct Harbour

Vibhs Financial (NZ) Ltd

Vicki Kathryn Barker; Bureau Specialised Insurance Services Ltd

Vicki Lakomy; NZ Home Loans (Wgtn Sth)

Victor Alder; Smart Choice Mortgages Ltd; Smart Choice Mortgages

Victoria Elizabeth Bernecker; The Lending Room

Vijay Khobchandani; IB Ltd

Viliami Moli Toafa; Heilala Finance

Village at the Park Lifecare Ltd

Virginia Nelson; Central Insurance Ltd

Virginia Surety Co Inc; National Underwriting Agencies Pty Ltd

Virmaljit Singh; Megalo Ltd

Vivienne Blackler; New Zealand Home Loans Waikato

Vivienne Louise Blackler; NzHome Loans Waikato Ltd

Vulcan Capital Ltd; Vulcan Capital

W.G. Broadbent & Co Solicitors Nominee Co Ltd

Waikato Institute of Technology; Wintec

Wairau Pay Ltd; Pay Today

Walter (Wouter) de Vries; Risk Management Taranaki Ltd; Triplejump

Walter Brent Sheather; Private Asset Management Ltd

Wanganui Brokers Finance Ltd

Warren French

Warren John Storm

Warren Richard Skerrett; Camelot NZ Ltd Partnership

Warren Stephens; Lifetime Group

Warren Storm Lifebrokers Ltd

Warwick Fleming; Grosvenor Investment Management Ltd

Wayne Holden; Holden Mortgage & Insurance Service

Wayne Lawrence Pound; Pound Financial Services Ltd

Wayne Maddren; NZ Home Loans (West Auckland) Ltd

Wayne McCarthy; First Financial Planning Ltd

Wayne Murray Oliver; Oliver Mortgage Insurance Ltd; SHARE

Wayne Sydney John Holden

Wayne Thomas Mulligan; Taupo Moana Iwisaver Ltd

Wee, Huihann; American Income Life Insurance Co

Wendy Eva Yorke; Timeless Investments Ltd; Mortgage Link Taupo

Wendy Foulds; NZ Home Loans (Hastings City)

Wex Prepaid Cards Australia Pty Ltd

Whaanga-Dean, Marlene T; American Income Life Insurance Co

Wharewaka (2003) Ltd

Whitcoulls Group Pension Fund

Willem Abraham De Klerk; NZ Home Loans (Franklin District)

William Temuera Robert Hall; Taupo Moana Iwisaver Ltd; Taupo Moana Funds Ltd

William(Bill) Pickens; NZ Home Loans (Whangarei)

William(Bill) Pickens; NZ Home Loans (Auckland East)

Working Capital Solutions (NZ) Ltd

Working Capital Solutions Holdings Ltd

Xavier (Rex) Yap; NZ Home Loans Northcote

Xing, Wei; American Income Life Insurance Co

Yang Li; Jin Yuan International

YQ (NZ) Ltd; YQ

Yu Luo; Jin Yuan International

Yu Xie; Jin Yuan International

Yue Qiu; Jin Yuan International

Yuko Dempster; New Zealand Home Loans (ABDC) Ltd; NZ Home Loans Auckland City

Z Energy

Zara Alisa Wright; Ruth Grant Financial Services Ltd

Zed Finance Ltd

Zeenat Bi

Zhanataeva, Mila; American Income Life Insurance Co

Zhiguang Li; Jin Yuan International

Ziwei Li; Jin Yuan International



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