

# DISCLOSURE STATEMENT for Eunice Wallace

## Mortgage Adviser (Viva Home Loans)

Email: [eunice@eunicewallace.co.nz](mailto:eunice@eunicewallace.co.nz)

Phone: 03 3544468

Mobile: 0275 899 365

Address: Unit 3/16 Loftus St, Papanui, Christchurch 8052

Postal: same as above

Web: <http://vivahomeloans.info>

### It is important that you read this document

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

### What sort of adviser am I?

I am a registered, but not authorised, financial adviser. I am a specialist mortgage adviser and can provide you advice as well as transactional services relating to mortgages.

### What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please tell me so I can try to fix the problem. You may contact our internal disputes service by telephoning 0275 899 365, by email [eunice@eunicewallace.co.nz](mailto:eunice@eunicewallace.co.nz), or in writing to Unit 3/16 Loftus St, Papanui, Christchurch.

If we cannot agree on how to resolve the issue, you can contact FSCL. This service will cost you nothing and will help us resolve any disagreements. You can contact by emailing [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz), calling 04 472 3725 or in writing to P O Box 5967, Wellington 6140.

### How am I regulated by the Government?

You can check that I am a registered financial adviser at <http://www.fspr.govt.nz>. The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under "What should you do if something goes wrong?").

### Declaration

I, Eunice Wallace declare that, to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_\_

This Disclosure Statement, version 2019, was prepared on 5 December 2019

---

# DISCLOSURE STATEMENT for Eunice Wallace

## What sort of Adviser am I?

- a)** I am a specialist mortgage adviser and can provide you advice as well as transactional services relating to mortgages.
- b)** I am a specialist mortgage adviser and can provide you advice as well as transactional services relating to mortgages.

### Financial Services Complaints Limited

Email: [info@fscl.org.nz](mailto:info@fscl.org.nz)  
Phone: 0800 347257  
Postal Address: PO Box 5967  
Lambton Quay, Wellington 6145

### Banking Ombudsman Scheme

Email: [help@bankomb.org.nz](mailto:help@bankomb.org.nz)  
Phone: 0800 805 950  
Postal Address: Freepost 218002P  
PO Box 10573  
The Terrace, Wellington 6143

### Financial Disputes Resolution Scheme

Email: [enquiries@fdr.org.nz](mailto:enquiries@fdr.org.nz)  
Phone: 0508 337 337  
Fax: 04 918 4901  
Postal Address: Freepost 231075  
PO Box 5730  
Wellington 6145

---