Summary of the Fair Conduct Programme

The Fair Conduct Programme (FCP) is implemented by the Heretaunga Building Society to ensure compliance with various financial regulations and to maintain a high standard of conduct in its operations. It is designed to help the Society meet its obligations under several New Zealand laws, including the Financial Markets (Conduct of Institutions) Amendment Act 2022 (CoFI), the Fair Trading Act 1986, and others. The FCP is a crucial tool for the Society to ensure that clients are treated fairly and respectfully, aligning with the Society's mission to provide personalized, friendly service to its members.

Products and Services

The Society funds its operations through call redeemable shares and term redeemable shares from members. These funds are primarily lent against residential, commercial, and rural properties. The Society offers several financial products, including call accounts, term deposit accounts, and various loan types (e.g., principal and interest loans, interest-only loans). Interest rates on call accounts vary depending on the deposit amount, while term deposits are available for different maturities with set or negotiable interest rates. The Society ensures the security of transactions and exercises prudent lending practices, adhering to the Credit Contracts and Consumer Finance Act 2003.

Advertising and Promotion

The Society is committed to ensuring that its advertising and promotional materials are not misleading or deceptive. It aims to provide clear, concise, and accurate information about its products and services, allowing customers to make informed decisions. The Society also ensures that any advice provided is through trained staff or by recommending professional advisors when necessary.

Fees and Charges

Generally, the Society does not charge fees on deposit or loan accounts, but it reserves the right to do so in specific circumstances, such as refinancing through a broker or early loan repayments. The Society regularly reviews its rates and fees to ensure they are fair and reasonable, with all relevant information being readily available to customers.

Distribution Methods

The Society utilises a network of mortgage brokers in addition to direct dealings with borrowers. It ensures that all brokers comply with applicable legislation and addresses any deficiencies or complaints regarding broker conduct.

Maintenance of Records

The Society is committed to the privacy and security of customer information. It limits access to personal data to those with legitimate reasons and complies with reporting obligations related to cybersecurity.

The FCP is reviewed annually by the Board of Directors, ensuring its continued effectiveness and alignment with the Society's values and regulatory requirements.