

BROKER DISCLOSURE STATEMENT

Last updated to 9 November 2018

In this Disclosure Statement, you will find the following information:

- (a) Contact details,
- (b) Fees,
- (c) Dispute resolution arrangements

a) Contact Details

SNB Finance Holdings (SNB, trading name: **Snowball Securities**, 雪盈证券) is an incorporated New Zealand limited company and the registered address is:

Level 5, 25 Teed Street, Newmarket, Auckland 1023, New Zealand

For Investing Inquiries: service@snowballsecurities.com

Complaints: complaints@snowballsecurities.com

Open account/application form send to: newaccounts@snowballsecurities.com

b) Fees/Commissions

The fees and commissions applicable to the Services provided to you will be either:

- I. the fees and commissions agreed in writing in respect of any particular Services;
- II. or in respect of any other services, fees and commissions which are not subject to any written agreement, the fees and commissions notified by us to you from time to time. We may notify you by including those fee policies in our Client Services Agreement, by posting those fees and commissions on our website or by notifying you otherwise in accordance with the Client Services Agreement General Terms and Conditions.

Our fees and commissions include:

- I. all exchange fees at the rate or rates notified by us to you from time to time or Disclosure Statement, or in respect of a particular transaction via the Contract Note you receive;
- II. any fees charged by an agent and other charges incurred in effecting any transaction;
- III. any charges or penalties imposed by another broker, agent, or by other stock exchange including, without limitation, charges or penalties imposed as a

result of late or non-delivery of scrip, holder identification particulars or any other information or requirements; and

- IV. any reasonable fees and charges we may impose for the purposes of complying with our obligations under the AML/CFT Act in relation to you or the account.

We may debit our fees and charges either:

- I. to the account (including, without limitation, any of client funds held in the SNB client funds account);
- II. or to your Online Multi-Currency Account and, for this purpose, you irrevocably authorise us to instruct the Account Issuer to pay any such amount from your Online Multi-Currency Account when instructed to do so by us.

Currency Exchange Cost and Transfer Cost

Where a client deposits money to SNB in a foreign currency or a currency other than the denominated currency, the bank may charge a fee on the inward payment or conversion.

Currency exchange rates between the foreign currency and the base currency could cause substantial losses to the customer, including losses when the customer converts the foreign currency back into the base currency.

Default Interest

In an event of a failure to settle by you, Default interest may be charged on any unpaid amount at the Default Rate. Default Rate means the interest rate selected by SNB, in its discretion, not being more than 10% per annum above the overdraft rate charged by the SNB's bankers on the SNB's current account overdraft facility at the relevant time.

c) Dispute Resolution Arrangements

If you have a complaint, you should contact SNB through:

email: complaints@snowballsecurities.com

telephone: +64(0) 9-520 1919

SNB is a member of an independent dispute resolution scheme operated by Financial Dispute Resolution Service ("FDRS"). In the event that we cannot agree on how to resolve the complained issue, you may contact FDRS at:

Financial Dispute Resolution Service

Freepost 231075

P.O. Box 2272 Wellington 6145



Level 9, 109 Featherston Street Wellington 6011

Telephone: 0508 337 337

International calls: +64 4 910 9952

Web: www.fdr.org.nz Email enquiries@fdr.org.nz