

Purchaser's Form

Acknowledgment

Do NOT sign the attached offer without reading and understanding this warning.

PROPERTY ADDRESS: _____

Overseas Investment Act

1. I/We understand that residential property purchases are now subject to the provisions of the Overseas Investment Act 2005 (OIA). Before any residential property is transferred to me/us, my lawyer will require me/us to complete a Residential Land Statement certifying that I/we meet the eligibility criteria. If I/we require OIA consent and do not obtain it or our application is declined, we will not be able to settle the property transaction and may incur liability to the vendor.
2. IF YOU ARE UNCERTAIN ABOUT YOUR ELIGIBILITY OR WHETHER THE PROPERTY IS SUBJECT TO THE OIA, YOU MUST MAKE YOUR OFFER SUBJECT TO OBTAINING CONSENT FROM THE OVERSEAS INVESTMENT OFFICE.
3. AUCTIONS: YOU MUST NOT BID ON A PROPERTY AT AUCTION UNLESS YOU ARE ABLE TO BUY THE PROPERTY ON AN UNCONDITIONAL BASIS. YOU MAY INCUR LIABILITY TO THE VENDOR IF YOU PURCHASE THE PROPERTY AT AUCTION IN CIRCUMSTANCES WHERE YOU DO NOT MEET THE ELIGIBILITY CRITERIA IN THE OIA.

Customer Due Diligence

1. I/We understand and acknowledge that before my lawyer can act for me, they must complete customer due diligence (CDD) on me under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009 (AML/CFTA). If my lawyer cannot complete customer due diligence on me and cannot act for me as a result, I may not be able to satisfy conditions under the agreement or settle the property purchase. This may result in me incurring liability to the vendor.

The purchaser, prior to signing their offer, acknowledges and agrees that the purchaser has been:

1. Given a copy of the approved guide relating to sale and purchase agreements published by the Real Estate Agents Authority;
2. Recommended to seek legal advice and a reasonable opportunity to obtain legal advice was allowed by the agent;
3. Recommended to seek professional advice regarding the GST treatment of the transaction;
4. Made aware of any known defects in the property and advised that the property may be subject to hidden or underlying defects;
5. Made aware that the agent or their representative is not obligated or qualified to provide representation on the boundaries of the property and recommended to seek expert advice when doubt exists;
6. Recommended to seek expert or other advice on any matter and a reasonable opportunity to do so was provided;
7. Made aware of the agents in-house complaints and disputes resolution procedures;
8. Made aware that they may access the Real Estate Agents Authority's complaints process without using the agents in-house procedures and that any use of the in-house procedures does not preclude the making of a complaint to the Real Estate Agents Authority.

If you are intending to purchase the property as trustees of a trust, all trustees must sign this form.

If a company is purchasing the property, by signing this form you acknowledge that you are duly authorised to sign this form on the company's behalf.

Purchaser Name _____ **Signature** _____ **Date** _____

Purchaser Name _____ **Signature** _____ **Date** _____

Sales Consultants Name _____ **Signature** _____ **Date** _____

Harcourts
Tandem Realty

Complaints & Disputes Resolution Procedures

Introduction

All licensed real estate agents are required to have a written in-house complaints and dispute resolution procedure. That procedure is set out below. You do not need to use our complaints and resolution procedure. You may make a complaint directly to the Real Estate Authority at any time. You can make a complaint to the Real Estate Authority even if you choose to also use our procedures.

In-house Complaints and Dispute Resolution Procedures

Our complaints and dispute resolution procedures are designed to provide a simple and personalised process for resolving any complaint you might have about the service you have received from our agency.

- 1** Call us and speak to the manager. Tell the manager who you are complaining about and what your concerns are. Let the manager know what you would like done about your complaint.
- 2** The manager may ask you to put your complaint in writing so that he or she can investigate it. The manager will need a brief period of time to talk to the team members involved. We promise to come back to you within 10 working days with a response to your complaint. That response may be in writing. As part of that response we might ask you to meet with members of our team to discuss the complaint and try and agree on a resolution.
- 3** If we are unable to come to an agreed resolution after a meeting, or if you don't wish to meet with us, then we will provide you with a written proposal to resolve your complaint.
- 4** If you do not accept our proposal please try and advise us in writing within 5 working days. You can, of course, suggest another way of resolving your complaint.
- 5** If we accept your preferred resolution we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution we may invite you to mediate the dispute.
- 6** If we agree to mediate the complaint but don't settle the complaint at mediation, or we do not agree to mediate the dispute then that will be the end of our process.
- 7** You also have the option to bypass the inhouse Complaints & Disputes Procedure and make your complaint directly to the Harcourts Head Office. Information on this step can be found at www.harcourts.co.nz under the Consumer Advice tab.

Remember you can still make a complaint to the Real Estate Authority in the first instance, and even if you use these procedures you can still make a complaint to the Real Estate Authority at any time.

The Real Estate Authority
c/- PO Box 25-371, Wellington 6146 New Zealand
Phone: 0800 FOR REA or 0800 367 732

OFFICE MANAGERS:

Orewa Bernadette Warne | 021 983 760
Silverdale Karl Martinovich | 021 311 889
Manly Brian Teasdale | 027 572 2346

Prepared by Tandem Realty Limited MREINZ Licensed Agents REAA 2008 In accordance with, Rule 10 Real Estate Agents Act (Professional Conduct and Client Care Rules) and Rule 12 Information about complaints and dispute resolution.