

Financial Advice – Disclosure

The information provided in this disclosure document is important

License status and conditions

NZ Risk Services Ltd (FSP1005152) holds a licence issued by the Financial Markets Authority (FMA) to provide financial advice.

The Insurance Supply Co (Auckland) Limited (FSP1004897) is authorised by that license to provide financial advice.

Nature and scope of the financial advice given

The Insurance Supply Co (Auckland) Limited provides advice to our clients about their life, serious illness, income replacement, business risk, and health insurance.

We provide financial advice about risk insurance products from Asteron Life, AIA, Chubb, Fidelity Life and Partners Life. We provide financial advice about health insurance from Accuro, AIA, nib, Partners Life and Southern Cross.

We do not provide advice on existing whole of life or endowment products, so you will need to consult a specialist if you would like advice on those products.

Any financial advice provided on our behalf will take account only of the information you have given us about your particular needs, financial situation or goals.

No fees, expenses or other amounts payable for our financial advice

We do not charge any fees, expenses or any other amounts for financial advice given to you.

Conflicts of interest and commissions or other incentives

For life and health insurance, The Insurance Supply Co (Auckland) Limited and our financial advisers receive commissions from the insurance companies on whose policies we give advice. If you decide to take out insurance, the insurer will pay a commission to The Insurance Supply Co (Auckland) Limited and your financial adviser. The amount of the commission is based on the amount of the premium.

To ensure that our financial advisers prioritise the client's interest above their own, we follow an advice process that ensures our recommendations are made on the basis of the client's goals and circumstances. All our financial advisers undergo annual training about how to manage

conflicts of interest. We undertake a compliance audit, and a review of our compliance programme annually by a reputable compliance consultancy firm.

Internal complaints process

If you have a problem, concern, or complaint about any part of the financial advice you have received from us, you may contact us using any of the following means:

- **In writing:**
The Insurance Supply Co (Auckland) Limited,
PO Box 45053, Te Atatu, Auckland 0651
- **By telephone:** 022 0295049
- **By email:** zhan@insurancesupply.co.nz

When we receive a complaint, we will consider it following our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.
- If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Services Complaints Limited.

Dispute resolution process

If our internal complaints process does not resolve your complaint to your satisfaction, you can contact our external independent dispute resolution scheme. This service is free and may help investigate or resolve the complaint.

We are a member of the Financial Services Complaints Limited's approved dispute resolution scheme. You can contact the Financial Services Complaints Limited:

- **In writing:**
Financial Services Complaints Ltd
Level 4, Sybase House, 101 Lambton Quay Wellington 6011
P O Box 5967, Wellington 6140
- **By telephone:** 0800 347 257 (freephone if within New Zealand) or +64 4 472 3725 (if calling outside New Zealand)
- **By email:** complaints@fscl.org.nz
- **Website:** <http://www.fscl.org.nz/>

Our duties

The Insurance Supply Co (BOP) Limited, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice. We are required to:

- Give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests
- Exercise care, diligence, and skill in providing you with advice
- Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice)
- Meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should, and give you suitable advice).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>.

The Code of Conduct standards can be read here:

<https://www.fma.govt.nz/assets/assets/code-of-professional-conduct-for-financial-advice-services.pdf>

Contact Details

You can contact us at:

The Insurance Supply Co (Auckland) Limited
c/o 3/1 Rhone Avenue
Te Atatu Peninsula
Auckland 0610

Phone: 09 8348682

Email: zhan@[insurancesupply.co.nz](mailto:zhan@insurancesupply.co.nz) or david@mortgagesupply.co.nz

Website: www.insurancesupply.co.nz