

Disclosure Guide

Here is some key information you need to know to help you understand what type of advice I am able to give you, so that you can make an informed and confident choice when engaging me.

Details about me and my Financial Advice Provider

I am a Financial Adviser. I give advice on behalf of a Financial Advice Provider. My details are set out below:

Full Name:	Robert Shaw
Address:	Unit 4b, 303 Blenheim Road, Upper Riccarton, Christchurch 8041
Phone:	021 633 684
E-Mail:	rob@insureltd.co.nz
FSPR Number:	34441

Name of Financial Advice Provider:	Insure Limited
Trading As:	Insure
FSPR Number:	359766
Address:	Unit 4b, 303 Blenheim Road, Upper Riccarton, Christchurch 8041
Phone:	0800 87 88 88
E-Mail:	office@insureltd.co.nz

My Financial Advice Provider is a member of Plus4 Insurance Solutions.

Licencing Information

My Financial Advice Provider is authorised to provide a financial advice service under a current financial advice provider licence issued by the Financial Markets Authority in the name of INSURE LIMITED: FSPR Number: 359766.

Reliability History

Neither Insure Limited nor I have been subject to a reliability event. A reliability event is something that might materially influence you in deciding whether to seek advice from me or from Insure. As an example, it would include any legal proceedings against me or if I had been discharged from bankruptcy in the last 4 years.

Nature and Scope of Advice

The information below will help you understand what type of advice I can provide to you.

Services I Provide

I will help you choose and apply for insurance that is suitable for your purpose from a panel of insurance companies (set out below). Once we have chosen an insurance company and terms that are suitable for you, I will help you to become insured.

I provide financial advice to our clients about their Health Insurance, Income and Mortgage Protection, Serious Illness and Trauma Protection, Disability Insurance (short and long term) and Life Insurance; and also Investment advice covering KiwiSaver and Superannuation Schemes.

Insurance Providers I Use

I source products from a panel of Insurers. The current Insurers I can use are:

- Accuro
- Fidelity Life
- nib
- Partners Life
- Resolution Life
- NZ Funds
- Generate
- Booster

Products I Can Help You With

The types of Financial Advice products I can give advice on are:

- Life Insurance
- Income and Mortgage Protection
- Health Insurance
- Serious Illness and Trauma Protection
- Disability Insurance (short and long term)
- Cover/Owners Income
- Business Insurance –Shareholders, Ownership Protections
- Key Person
- Investments – KiwiSaver & Superannuation

What Else I Can Offer

I can help you with other services through my referral partners set out below:

- General Insurance (i.e. house, car and contents, business)
- Lending and Mortgage Advice
- UK Pension Transfers
- Asset Finance
- XE Money

I am unable to offer legal or tax advice and recommend you consult your solicitor or accountant for this type of advice.

In providing you with financial advice, we will not provide a Personalised Advice Plan on Investments or existing Whole of Life or Endowment products, so you will need to consult a specialist if you would like advice on those products.

Fees and Expenses

Generally, we won't charge you any fees for the financial advice I/we provide to you. This is possible because, upon issue of a policy, Insure Limited will usually receive commission from the lender (which is explained in the commission section of this Disclosure Guide). Any exceptions to this general position are explained below. If these exceptions apply to you, I will let you know.

One-off fees.

We may charge you a one-off fee if the following occurs:

- a. When we don't receive commission from the Insurer: if you request that I provide financial advice and we do not receive a commission from the Insurer, we may charge you a one-off fee. Any such fee would be agreed and authorised by you in writing before I complete the services and would be based on an estimate of the time spent providing the advice.

This may arise in the rare event that you request that I provide services in relation to either a product that is offered by an Insurer that I do not hold an accreditation with, or a product that is outside my usual arrangements with my approved Insurers.

- b. When we must repay commission to the Insurer: in the event that, in the 24-month period following issue of your policy or the terms are materially changed, and an Insurer requires that we repay the applicable

commission to them, we may charge you a one-off fee. Any such fee would be no more than \$2,000 (plus GST, if any) and would be calculated based on a rate of \$250 (plus GST, if any) per hour of my time spent providing financial advice to you in connection with the applicable application. The fee we charge you will not exceed the amount of commission we have to repay to the Insurer.

You will be invoiced for any one-off fee and will be given 30 days to make payment.

Commissions and Incentives

On issue of a policy, Insure Limited will usually receive a commission payment from the applicable Insurer.

The commission is generally an upfront commission payment, but we may also receive an ongoing renewal commission payment. The upfront commission is calculated as a percentage of the policy at issue. A renewal commission is calculated as a percentage of the policy outstanding at the relevant time.

If you proceed with my advice, Insure Limited will receive a commission as set out in the table below.

The maximum percentage that each Insurer uses to calculate upfront and renewal commissions, are also set out in the table below. If there are any variations to these percentages or other commission payments that may apply, specific to your policy application, I will disclose this to you as part of my advice process.

Insure Limited may also receive a referral fee or commission payment if we refer you to our referral partners listed above. I will give you more information about how that referral fee or commission is calculated, before proceeding.

From time to time, I may receive incentives or rewards from Insurers. For example, they may provide me with gifts, tickets to events or other incentives.

I manage the conflicts of interest arising from these commission payments by:

- Following an advice process that ensures I understand your needs and goals so that I always recommend the best product for you regardless of the type and amount of commission I will receive.
- Ensuring policies issued and advised upon are in accordance with your identified needs.
- Providing you with the table below showing commission rates and types by Insurer.
- Undertaking regular training on how to manage conflicts of interest.

Commission Table

Insurer	Upfront	Renewal
AIA	0% - 190%	0% - 20%
Accuro	0% - 30%	8% - 15%
Fidelity	0% - 240%	0% - 39%
Nib	0% - 140%	0% - 20%
Partners Life	0% - 220%	0% - 25%
Resolution Life	0% - 120%	0% - 25%
NZ Funds	\$100	0% - 0.4%
Generate	\$50	0% - 0.25%
Booster	\$30	0% - 0.5%

Privacy Policy and Security

I will collect personal information about you in accordance with my Privacy Policy which sets out how and why we will collect information, how it is used and who might have access to it. I regard client confidentiality as of paramount importance. I will not disclose any confidential information obtained from or about you to any other person, except in accordance with my Privacy Policy. The electronic platform I use to store your personal information is secure and run on Microsoft 365 Services. The Privacy Policy for Insure can be found at www.insureltd.co.nz.

Complaints Process

If you have a complaint about my financial advice or the service I gave you, you need to tell me about it. You can contact my internal complaints service by phoning or e-mailing myself or Insure Limited on office@insureltd.co.nz, using the heading “Complaint” and your name.

Please set out the nature of your complaint, and the resolution you are seeking. I aim to acknowledge receipt of this within 24 hours. I will then record your complaint in our Complaints Register and will work with you to resolve your complaint. I may want to meet with you to better understand your issues. I aim to provide an answer to you within 7 working days of receiving your complaint. If we cannot agree on a resolution, you can refer your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you. Details of this service are:

Insurance and Financial Services Ombudsman

info@ifso.nz

0800 888 202

My Duties

I am bound by and support the duties set out in the Financial Markets Conduct Act 2013. These duties are to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code).
- Give priority to my clients’ interests.
- Exercise care, diligence and skill.
- Meet the standard of ethical behaviour, conduct and client care set out in the Code.

Availability of Information

This information can be provided in hard copy upon your request.