

## LICENSING INFORMATION

Maddison Financial Services Ltd FSP number 712431, holds a licence issued by the Financial Markets Authority to provide financial advice.

## CONTACT DETAILS

Maddison Financial Services Ltd is the Financial Advice Provider.

*You can contact us at:*

Phone: 021 469 648

Email: [grant@maddisonfs.co.nz](mailto:grant@maddisonfs.co.nz)

Address: 117 Frankton Road, Queenstown

## NATURE AND SCOPE OF ADVICE

Maddison Financial Services Ltd advisers provide advice about:

- Personal insurance (risk), including health insurance
- Investments
- KiwiSaver

We provide advice in relation to the following products:

- Managed Funds
- KiwiSaver
- Life
- Trauma
- TPD
- Income Protection (including mortgage repayment/household expenses)
- Health Insurance

We provide advice in relation to products provided by the following companies:

Insurances:

- Fidelity
- Partners Life
- Cigna
- Asteron
- Nib
- Accuro
- AIA

Investments:

- JMIS (Select Wealth)
- Booster
- ANZ

## FEES AND EXPENSES

**Fees are payable by investment clients (not KiwiSaver) for implementation and on an ongoing basis as follows:**

**Implementation fee** - a fee of up to 5% of funds invested is payable when the investment is put in place. This is deducted from your investment and paid to Maddison Financial Services Ltd.

**Portfolio monitoring fee** – a fee of up to 1% annually of your total portfolio value (calculated daily and paid monthly) is paid to provide our advice and monitoring service to you. This fee is deducted from your portfolio cash account.

## CONFLICTS OF INTEREST

For life insurance and health insurance, Maddison Financial Services Ltd receives from the insurance companies whose policies we can recommend. If you decide to take out insurance that we recommend, the insurer will pay a commission to Maddison Financial Services Ltd. The amount of the commission is based on the amount of premium associated with your cover; specific commissions will be advised to you when advice is provided.

For KiwiSaver clients, the KiwiSaver providers will pay a commission (based on the balance of your KiwiSaver account). These commissions range between .24% p.a and .50% p.a. The specific commission that will be paid to Maddison Financial Services Ltd will be advised to you if a KiwiSaver recommendation is made.

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our personalised recommendations are made on the basis of the client's goals and circumstances, as advised to us. Maddison Financial Services Ltd financial advisers complete regular training, including how to manage conflicts of interest, and has a regular compliance review of their advice process by our external compliance consultant.

## DISPUTES AND COMPLAINTS

If you are not satisfied with our financial advice service you can make a complaint by emailing [grant@maddisonfs.co.nz](mailto:grant@maddisonfs.co.nz) or by calling 021 469 648. When we receive a complaint, we will consider it using 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 Disputes Resolution Scheme (FDRS). FDRS provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction. You can contact FDRS by the following options:

Mail: Freepost 231075, PO Box 2272, Wellington 6140

Phone: 0508 337 337

Email: [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)

## DUTIES INFORMATION

Maddison Financial Services Ltd and anyone who gives financial advice on our behalf, has 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>.