

R&G Consultants Ltd Disclosure Document**License Information**

R&G Consultants Ltd – FSP727751 holds a licence issued by the Financial Markets Authority to provide financial advice.

Name of Financial Advice Provider: R&G Consultants Ltd
Level 2, 26 Aviemore Drive, Highland Park
Howick, Auckland City

Phone: 0274999476

Email: roy.norris@accentinsurance.co.nz

Name of Financial Adviser: Roy Norris – FSP148024

Phone: 0274999476

Email: roy.norris@accentinsurance.co.nz

Nature and Scope of Engagement

R&G Consultants Ltd provides advice to our clients about their life insurance, health insurance and KiwiSaver. We also provide business clients/individuals with advice in regards to business insurances for ownership, key person, owner's income and business revenue protection. Specifically we provide advice on the following products:

For Individuals and Families

- Life Insurance
- Trauma Insurance
- Total & Permanent Disability Insurance
- Income Protection Insurance
- Mortgage Repayment Insurance

- Waiver of Premium
- Health or Medical Insurance

For Businesses

- Debt Protection Insurance
- Loss of a Key Person Insurance
- Buy/Sell Insurance
- Loss of Revenue Insurance

We also only provide class advice on KiwiSaver products

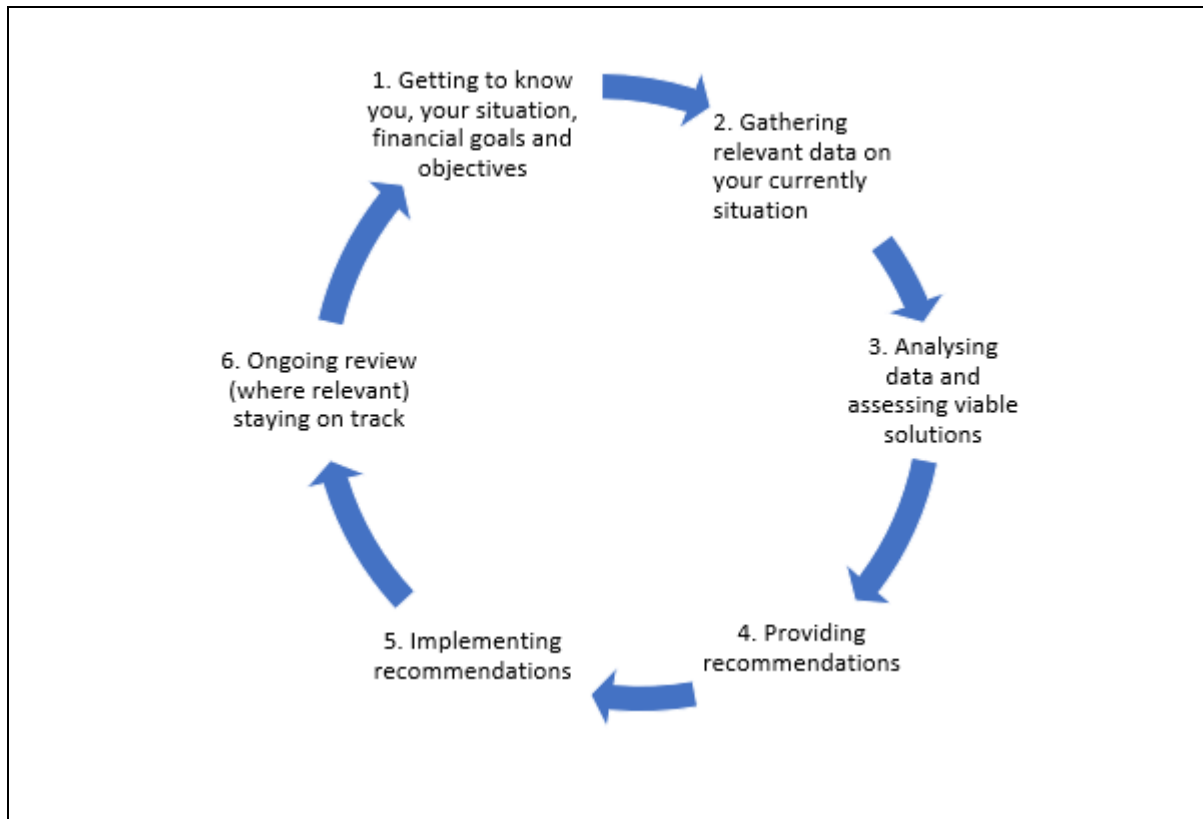
Our financial advisers provide financial advice in relation to these financial advice products. We only provide financial advice about products from certain providers:

- For life insurance/business protection, we work with four companies:
 - Partner Life - www.partnerslife.co.nz
 - Fidelity Life - www.fidelitylife.co.nz
 - Asteron Life - www.asteronlife.co.nz
 - AIA - www.aia.co.nz
- For health insurance, we work with three providers:
 - NIB – www.nib.co.nz
 - Partners Life
 - AIA
- For KiwiSaver, we work with two providers:
 - Booster – www.booster.co.nz
 - Generate KiwiSaver – www.generatewealth.co.nz

In providing you with financial advice, we will only consider **new and** existing term life, trauma, income protection and health insurance policies (if any). We will 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.

How we Operate:

To ensure that our financial advisers prioritise the client's interests above their own, we follow an internationally recognised professional advice process to ensure our recommendations are made on the basis of the client's goals and circumstances.

**Conduct:**

R&G Consultants Ltd 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>.

Remuneration (what do our services cost?)

Fees: R&G Consultants Ltd may from time to time charge a fee for services and advice. The first hour of consultation under any circumstances is free. Our fee structure is set out below:

For Insurance advice

R&G Consultants Ltd may charge a fee for the financial advice provided to a client where a client cancels a life or health insurance policy within two years of inception. Whether a fee will be charged and the manner in which it will be charged will be advised when the advice is provided to the client. This fee will be payable by the client by the 20th of the month after the policy is cancelled. This is also referred to as a clawback.

R&G Consultants Ltd may also charge a fee for service and advice. This is where work is done e.g. Research, report writing, servicing and recommendations (in writing) and no policy eventuates. This fee is set at \$125 per hour. This will be discussed with the client at the most appropriate time and before the service or advice has begun.

Commissions:

Typically, we are remunerated by way of commissions received directly from product providers. You do not pay our commissions.

As we get to know you and what is important, we will provide more specific information in relation to any remuneration we receive as a result of any advice we provide. In line with the spirit of professional disclosure below are some guidelines.

Type	Range
Upfront (upon implementation)	50% -190% first year's premium
Ongoing	7.5% - 10% of subsequent year's premium
Adviser Group Arrangements	5% - 30% of first year's premium

Example: should you place insurances from our recommendations with an annualised premium of \$1,000 p.a. we would be remunerated in the range of \$500-2,300 in the first year and \$200-\$500 in subsequent years for providing our professional services.

Adviser Group: R&G Consultants Ltd is part of Plus4 (Adviser Group), remuneration can flow to the business from product providers via Plus4, this is based on production of the group as a whole and R&G Consultants Ltd. This remuneration is used for business development, compliance training, regulatory training etc. Plus4 has 35 Financial Advice Provider businesses as members nationwide.

Conflicts of interest:

We take any perceived or real conflicts of interest very seriously and have a dedicated policy for dealing with such issues whereby we avoid, disclose and/or manage any conflicts so that our client's interests are placed first and foremost.

For life insurance and health insurance, R&G Consultants Ltd and the financial adviser 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 R&G Consultants Ltd and your financial adviser. The amount of the commission is based on the premium amount.

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 adviser.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events or the odd lunch.

All our financial advisers undergo annual training about how to manage conflicts of interest. We maintain registers of conflicts of interests, and the gifts and incentives we receive. The Compliance Refinery monitors these registers and provides additional training where necessary. The Compliance Refinery also performs an annual review of our compliance programme.

Complaints handling and dispute resolution:

If you are not satisfied with our financial advice service you can make a complaint by emailing R&G Consultants Ltd at roy.norris@accentinsurance.co.nz, or by calling: R&G Consultants Ltd on 0274999476

You can also write to us at:

R&G Consultants Ltd

PO Box 230108

Botany Auckland

2163

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 our disputes resolution provider, FSCL (Financial Services Complaints Ltd). FSCL 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 FSCL:

Email: complaints@fscl.org.nz

Telephone: 0800 347 257.

Postal: Financial Services Complaints Limited Level 4, 101 Lambton Quay Wellington 6011

Privacy/Data Collection

To give our clients the very best advice we need to collect personal information about their financial circumstances. In the digital age that we live in, we take our responsibilities under the Privacy Act 2020 very seriously. Some key points:

- We only collect information relevant to the nature and scope of the advice we are providing.
- The accuracy of this information to our advice is critical, this is where we need your help.
- Once collected we will protect any client information.
- You can request any personal information or ask for it to be amended at any time.
- We will only share information where it is necessary to do so in providing the agreed services provided. If this is not part of our normal business we would only consider this with your express consent to do so. However, there are some third parties you may not be aware of that we may need to share your information with such as:
 - Financial Markets Authority (FMA) – the Regulator of financial services in New Zealand
 - External compliance agencies we may engage for quality assurance purposes.
 - We have policies and procedures for dealing with any data breaches ASAP.
 - Any information no longer needed will be destroyed securely.

R&G Consultants Ltd has a privacy policy which is reviewed annually or when there have been any law changes. We have received the necessary training on the Privacy Act.

Ask Us, we are here to help:

We welcome any questions or queries you have in relation to this important information but more importantly, we look forward to working with you.