



FINANCIAL ADVISER DISCLOSURE STATEMENT

Financial Adviser Details

Name of financial adviser: Karla Hatch
Financial Service Provider: Albany Insurance Services Limited (referred to as AIS)
Telephone Number: 09 415 8211
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Website: www.albanyins.co.nz
Individual FSP Number: FSP664411

It is important that you read this information

It will help you (**the client**) make an informed decision as to whether I as a financial adviser, that gives advice for products, am suitable for your needs, and whether to seek, follow or accept the financial advice I give. This Disclosure Statement is required under the Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020.

What sort of adviser am I?

I am a Registered Financial Adviser (RFA) that gives advice on behalf of AIS that is a licensed Financial Adviser Provider by the Financial Market Authority of New Zealand (FMA) <https://www.fma.govt.nz/>. Financial Services Legislation Amendment Act 2019 requires AIS to hold a current license for Advisers to provide Financial Advice Services to you the Client.

To view my registration and AIS license, go to the Financial Service Providers Register <https://fsp-register.companiesoffice.govt.nz/> and search our Financial Service Provider (FSP) number FSP26201. As a Licensed Financial Advice Provider, we have standard conditions on our license, these conditions are not specific to AIS and does not limit or restrict Advice that may be given.

What financial advice can we provide to you?

I can give financial advice on Insurance Products for Commercial and Domestic Clients.

Our Insurance product providers are Insurance business in New Zealand that are licensed under the Reserve Bank under section 19 of the Insurance (Prudential Supervisor) Act 2010. The Insurers have a financial strength rating from an approved rating agency. To view the Insurer ratings click on the link <https://www.rbnz.govt.nz/regulation-and-supervision/insurers/licensing/register>.

AIS insurance product providers are required to have financial strength ratings with a minimum of **A-** and above. When you receive a quote from us you will be supplied the current strength ratings for the product providers that we have quoted for. If you accept the financial advice, we will supply a current rating for the product provider that you have selected.

Limitations and restrictions

I am committed to providing my clients with good financial advice that is suitable for my client's needs. I only provide financial advice on Insurance Products.

What fees do we charge?

We may charge clients fees for financial advice. We will tell you what the fee is before you accept any advice from us or our Advisers. We will charge fees that are payable by you the client when our advice is followed, accepted and the insurance policy is purchased. The fees we charge are for our service, placement, implementation and administration of the insurance policies that you choose to accept and purchase. The total fees payable may increase with the number of insurance policies that you choose to purchase.

The fees are payable by you and are due by the effective date of the policy which is on the invoice.

How do we act with Integrity?

To ensure that I prioritise your interests above my own, I follow an advice process that ensures recommendations are made on the basis of your individual goals and circumstances. I complete annual and ongoing training about how to manage conflict of interests and a register of interests is maintained. AIS monitors these registers and provides additional training where necessary. AIS performs an annual review of the compliance programme.

You should be aware there are potential conflicts of interest that you the Client may need to take into consideration when you decide to seek and accept financial advice from us, I will make you aware of any conflicts when giving advice.

How do we get paid for the financial advice and Products that we provide to you?

AIS receives commission when the client accepts our financial advice and purchases an insurance policy. The commission is paid by the Insurer (product provider's) for the insurance business on each insurance policy that the Client purchases. The commission that is paid to us can be between the range of 0-30% of the insurer portion (total premium of the Insurance Policy less government levies and taxes).

NZbrokers Management Limited

AIS is a member of NZbrokers Management Limited, NZbrokers Management Limited provides services such as IT, education, training, technical insurance product and claims support and group member benefits to AIS. When a client accepts our financial advice as your adviser and purchases a policy NZbrokers may receive a service fee or technology fee from the Product Provider.

How can you depend on the Advice you receive?

I have not been subject to any other reliability events that would influence you the client in deciding whether to seek or obtain advice from me as your adviser.

How to make a Complaint

If you have a problem, concerns or you are dissatisfied with either a product or financial advice Service that has been provided by AIS or myself and you require action to be taken please tell us so that we can help and fix the issue. To make a Complaint please follow this link www.albanyins.co.nz which will give details on our Complaints Process and how to make a Complaint.

If a complaint is received AIS will approach all complaints with an open mind, listen and treat each complainant as an individual and with courtesy and respect. We will promptly acknowledge the complaint at the earliest possible opportunity and make every attempt will be made to resolve your complaint in a timely manner, with staff escalating as necessary to Senior Management.

You will receive a written decision, remedies and resolution as soon as practicable after AIS has decided the outcome.

What to do if you are not satisfied after making a Complaint

If you feel your complaint is not resolved to your satisfaction using the AIS complaints process, or you are unsatisfied with the response or resolution, you can contact **Insurance & Financial Services Ombudsman Scheme. IFSO** is a dispute resolution scheme of which we are a member. This service **will cost you nothing** and is independent service that will help investigate or resolve the complaint. You can click on this link to find out how to make a complaint to the IFSO <https://www.ifso.nz/make-a-complaint>

You can contact IFSO at:

Postal Address: PO Box 10-845, Wellington, 6143

Phone: 04 499 7612 or Freephone 0800 888 202

Email: Contact via website www.ifso.nz

What are my duties as an adviser?

As a financial adviser I give financial advice to clients on AIS behalf, when giving advice I must:

- Hold a Level 5 New Zealand Certificate in Financial Services
- Maintain competence, knowledge and skills for giving financial advice by completing continuing professional development.
- Abide by the Code of Professional Conduct for Financial Services and have Ethical behaviour, good conduct and provide client Care. <https://www.mbie.govt.nz/assets/a96d1b4800/code-of-professional-conduct-for-financial-advice-services.pdf>
- Listen to you the client carefully to discover their needs.
- Recommend products or services that meet the client needs and explain why.
- Give clear and concise communication.
- Protect clients information.
- Give priority to the client's interests when giving financial advice.

Who licenses and regulates us?

The Financial Markets Authority. You can report information about us to the Financial Markets Authority at: <https://www.fma.govt.nz/contact/> or email questions@fma.govt.nz but if you want to complain you should use our dispute resolution procedures described under *How to make a Complaint?* And *What to do if you are not satisfied after making a complaint?*

This disclosure statement was prepared on: 09/02/2021

