

Financial Advice Provider Disclosure Statement

This Disclosure Statement provides important information about Abbott NZ Holdings Limited as a financial advice provider.

Licence status and conditions

Abbott NZ Holdings Limited FSP704491 (Abbott, we, our), trading as Abbott Insurance Brokers and Abbott Life and Health, holds a licence issued by the Financial Markets Authority to provide financial advice.

The Authorised Bodies under this licence are:

- Abbott Insurance Brokers Auckland Ltd
- Abbott Insurance Brokers Christchurch Ltd
- Abbott Insurance Brokers Hamilton Ltd
- Abbott Insurance Brokers Nelson Marlborough Ltd
- Abbott Insurance Brokers Rangiora Ltd
- Abbott Insurance Brokers Southern Ltd
- Abbott Insurance Brokers Wellington Ltd
- Abbott Life and Health (2015) Ltd
- Abbott Management Ltd
- Abbott Underwriting Agency Holdings Ltd
- B & A Insurance Ltd
- IC Frith Life & Health Ltd

Our licence requires us to:

- Keep records of all financial advice.
- Have an internal process for resolving client complaints.
- Comply with all financial markets conduct regulations, such as disclosing information to clients and reporting to regulatory authorities.

Nature and scope of advice

We engage financial advisers under our Authorised Bodies to provide financial advice on the following:

- General insurance (commercial assets and liabilities and personal assets and liabilities)
- Life and health insurance
- KiwiSaver
- Investments
- Retirement planning
- Mortgage and lending planning

General insurance

General insurance policies insure your personal or business assets, business income, and your personal and business liabilities.

We have access to most insurance markets in New Zealand (excluding insurers that do not accept insurance through insurance brokers), along with access to overseas markets as required.

The specific types of general insurance individual advisers can advise on may vary.

Life and health insurance

Life and health policies insure you as an individual, personally and within your business, for death, accident or illness. This is to help protect you, your business and family e.g. your ability to service any debt, provide funds for your estate, gain access to medical treatment or take time off work, and protect your business and your personal income.

We have access to the major insurers in the New Zealand market.

We can provide advice in relation to the following life and health insurance products.

- ACC CoverPlus Extra
- Accidental Death
- Business Expenses
- Debt Protection
- Group Medical Insurance
- Group Risk Insurance
- Income Protection
- Life Cover
- Loss of Key Person/Loss of Revenue
- Mortgage Protection
- Private Medical Cover
- Redundancy
- Shareholders Cover
- Terminal Illness
- Total & Permanent Disability
- Trauma Cover/Severity Based Trauma Covers
- Waiver of Premium



The specific types of life and health insurance individual advisers can advise on may vary.

Investments, KiwiSaver and lending

KiwiSaver helps you accumulate funds for a deposit on your first home and/or build funds for your retirement.

Longer term investing helps you build a diversified portfolio to achieve your financial goals or retirement.

Lending helps you with the purchase of property and assets. We have access to the main banks and second tier lenders.

We can provide advice in relation to the following investment and lending products.

- Car loans
- Commercial loans
- Extended vehicle warranty products
- Home loans
- Investments
- KiwiSaver
- Personal loans
- SimpleWills

The specific types of products individual advisers can advise on may vary.

Fees and expenses

General insurance

If you take our advice and we place insurance on your behalf, we may charge a fee for implementing that advice and to maintain a high level of service to you throughout the policy period. A documentation fee will be included in your policy charge. The amount of any fee will be disclosed when we provide advice to you. There is no cost to you if you choose not to take our advice.

Life and health insurance

We receive commission from the providers of products we recommend but, on occasion, some providers may not pay a commission. In this situation, we may charge fees. If a fee will apply to the advice we provide, we will advise you before

providing any advice so you may choose whether you wish to proceed on that basis.

KiwiSaver and lending

The following service fees apply.

- KiwiSaver membership fees are paid to Abbott NZ Holding Limited by provider.
- Fees can be added to your loan amount and will be paid to Abbott at the time your loan is advanced.

Conflicts of interest and commissions or other incentives

We manage all conflicts of interest, ensuring our financial advisers prioritise your interests above their own by following an advice process that ensures our recommendations are made on the basis of your needs and circumstances.

All of our financial advisers complete training to understand and manage conflicts of interest. We maintain a register of conflicts of interests and any gifts and other incentives that we may receive. We review our compliance programme annually.

General insurance

We will receive commission from the insurance companies on whose policies we give advice. If you decide to take out a policy, the insurer will pay us commission based on the premium that you pay.

We are a member of Steadfast NZ Limited (Steadfast). Steadfast supplies technology platforms, management, marketing, professional, technical, and buying benefits and services to support us in providing our financial advice services.

Steadfast has arrangements with insurance companies under which Steadfast receives a professional services fee of up to 1.5% of the premium paid for each policy arranged by us with those insurers. These payments are used to operate Steadfast.

A financial adviser may have a conflict of interest in circumstances where financial advice has been provided to two clients who later have a dispute,



including in respect of liability. In this instance the adviser would clearly disclose the conflict of interest to the clients and would refer one of these clients to another of our financial advisers for further advice and assistance.

Premium funding

Premium funding enables you to pay the insurance premium over the term of your policy by instalments rather than as one amount. Premium funders charge interest, and they take a power of attorney over your insurance policy, which means they have the ability to cancel your insurance policy if you fail to pay an instalment.

We own the following premium funding companies, Abbott Premium Funding Company Limited and Endeavour Premium Finance Limited. Our premium funding companies may advance your premium allowing you to spread the payments over the term of your policy. If you enter into a premium funding arrangement with either of our companies, we will receive an interest component as disclosed in your premium funding documentation, and as per our disclosure obligations under the Credit Contracts Act.

Life and health insurance

We receive commission from the insurance companies whose policies we recommend. If you decide to take out the insurance we recommend, the insurer will pay commission to Abbott and/or the financial adviser who provided the advice. The amount of commission is based on the amount of premium associated with the insurance, which will be disclosed when the advice is given.

Mortgages and lending

We receive commission from some of the lenders we can provide mortgage recommendations for. If you proceed to implement the lending with the lender recommended to you, the lender will pay a commission to your financial adviser. The amount of the commission is based on the amount of the lending and specific remuneration will be advised to you when the advice is provided.

Complaints process and dispute resolution

Internal complaints process

If you have a problem, concern or complaint about our service, please tell us so that we can try to put things right.

Our contact details are:

- complaints@abbott.co.nz
- 0800 238 473
- Abbott Feedback, PO Box 3086, Christchurch 8140

Our internal complaints process is as follows:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you for additional information.
- We aim to resolve complaints within 20 business days of receiving them. If we cannot resolve the issue, 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.

Dispute resolution

If you feel we have not resolved your complaint satisfactorily despite our best efforts, you may refer your complaint to Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service.

FSCL is our independent external ombudsman and dispute resolution service that has been approved by the Minister of Consumer Affairs under the Financial Service Providers (Registration and Dispute Resolution) Act 2008. FSCL's service is free of charge to you.

The contact details for FSCL are:

Financial Services Complaints Limited (FSCL)
PO Box 5967, Wellington 6145
0800 347 257
complaints@fscl.org.nz
www.fscl.org.nz



Duties information

Our financial advisers have duties under the Financial Markets Conduct Act 2013 relating to the way we give advice. We are bound to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code of Conduct), which form part of the wider regulatory regime for financial advice and ensure we have the expertise necessary to provide you with advice.
- Give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by our own interests or the interests of any other person connected with the giving of advice.
- Exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances.
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct, to treat you as we should and to provide you with suitable advice.

Contact details

128 Kilmore Street, Christchurch 8013
PO Box 3086, Christchurch 8140
0800 238 473
enquiries@abbott.co.nz

