

### **Licence status and conditions**

Advice4Life Limited (FSP489726, trading as Advice4Life Limited) holds a licence issued by the Financial Markets Authority (FMA) to provide financial advice.

### **Nature and scope of the financial advice given**

Advice4Life Limited provides advice to our clients about their:

- Life and health insurances
- General Insurance
- Kiwisaver schemes

We are able to provide financial advice from the following product providers:

- **Life and disability insurances:** AIA, Asteron, Chubb Life NZ, Fidelity Life, Partners Life
- **Life and disability insurances:** AIA, Asteron, Chubb Life NZ, Fidelity Life, Partners Life
- **Health insurances:** UniMed, AIA, Chubb Life NZ, nib, Partners Life, Southern Cross
- **Business owners' insurances:** AIA, Asteron, Chubb Life NZ, Fidelity Life, Partners Life
- **Fire and general insurances:** AON Stylecover, Blanket Insurance
- **KiwiSaver schemes:** Generate Investment Management Limited, Booster Investment Management Limited

**Note:** We do not provide advice on lending and investments.

Any financial advice we provide will only take into account the information you have given us about your particular needs, financial situation or goals.

### **Our duties**

Advice4Life Limited and anyone who gives financial advice on our behalf, 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 [www.fma.govt.nz](http://www.fma.govt.nz).

The Code of Conduct standards can be read here: [www.fma.govt.nz/assets/assets/code-of-professional-conduct-for-financial-advice-services.pdf](http://www.fma.govt.nz/assets/assets/code-of-professional-conduct-for-financial-advice-services.pdf).

### **No fees, expenses or other amounts payable for our financial advice**

Most of the time, our services are completely free. That's because instead of being paid by you, we receive revenue from our product providers such as the insurers or KiwiSaver Schemes who we give advice on. If you decide to proceed with an insurance or KiwiSaver Scheme, the product provider will pay a commission or fee to Advice4Life and your financial adviser. The amount of the commission or fee is based on the insurance premium or KiwiSaver balance.

Advice4Life 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 has been cancelled.

### **How we manage any conflicts of interest or other incentives**

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, sponsor our training or other incentives. To ensure that our financial advisers prioritise the client's interest above their own, we follow an advice process that ensures our recommendations are made on the basis of the client's goals and circumstances.

All our financial advisers undergo annual training about how to manage conflicts of interest. We maintain registers of conflicts of interest and any gifts or incentives we receive. Advice4Life monitors these registers and limits the amount of gift or incentive if required.

We complete quality assurance reviews of our advice and obtain an independent review of our advice and compliance programme by a reputable compliance consultancy firm.

### **Complaints handling and disputes resolution**

If you are not satisfied with our financial advice service you can make a complaint by emailing [info@advice4life.co.nz](mailto:info@advice4life.co.nz), by calling 0508 44 00 44 or by writing to us at Advice4Life Limited, PO Box 1442, Hamilton, 3240.

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 Scheme.

Insurance & Financial Ombudsman (IFSO) 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.

Visit our Complaint process page ([www.advice4life.co.nz](http://www.advice4life.co.nz)) for further information on our internal complaints process and disputes resolution provider.

### **Contact details**

Advice4Life Limited (FSP489726, trading as Advice4Life Limited) is the Licensed Financial Advice Provider.

### **You can contact us at:**

Advice4Life Limited, Level 5, 11 Garden Place, Hamilton, 3280  
0508 00 44 00 | [info@advice4life.co.nz](mailto:info@advice4life.co.nz) | [www.advice4life.co.nz](http://www.advice4life.co.nz)