

## Important information about The Insurance Supply Co Limited FSP 189624

### Licence status and conditions

Insure 247 Limited FSP6426729 (Insure247 Limited) holds a licence issued by the Financial Markets Authority to provide financial advice service.

The Insurance Supply Co Limited FSP189624 is authorised by that licence to provide financial advice service.

Our contact details are:

**Address:** Level 1, 3 Rhone Avenue, Te Atatu Peninsula, Auckland 0610

**Telephone:** 027 880 2820

**Email:** paula@insurancesupply.co.nz

We provide financial advice on Fire and General Insurance products.

We encourage you to read the important information given below. It may help you decide whether your financial needs may be met by engaging with us.

### Nature and scope of financial advice service

We engage financial advisers to provide financial advice on the following financial products:

#### Fire and General insurance products.

We, through our advisers, provide financial advice service about fire and general insurance products (e.g., home, home contents, motor vehicle, and boat) only from the following providers:

Vero Insurance New Zealand Limited	Ando Insurance Group Limited	NZI Insurance New Zealand Limited
Lumley General Insurance (N.Z.) Limited	Classic Cover Insurance Limited	Chubb Insurance New Zealand Limited
Delta Insurance New Zealand Limited	Protecsure Pty Ltd	AIG Insurance New Zealand Limited
QBE Insurance (International) PTY Limited	Rosser Underwriting Limited	Zurich New Zealand Limited
Mecon Insurance Ltd	NM Insurance Pty Ltd	Dual New Zealand Limited

#### Premium funding products

Premium funding products enable you to pay the insurance premium over the term of your policy by instalments rather than as one amount.

We provide premium funding facility only through the two providers below:

Elantis Premium Funding Limited	IQumulate Premium Funding Pty Limited
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We do not provide financial advice service related to:

- Investment products (e.g., shares, bonds, managed funds, etc.) and KiwiSaver products;
- Consumer credit products (e.g., home loans, and personal loans);
- Personal risk insurance products
- Estate planning (such as Wills, Enduring Powers of Attorney, and trusts of any description).

You will need to consult appropriate specialists if you would like advice on “a, b, c or d” above.

## **Fees, expenses, or other amounts payable**

In a majority of cases, we do not charge any fee, expense or other amount for the financial advice provided to you or for implementing that advice. Our remuneration is paid by the product providers by way of commission.

However, we may charge a fee for the financial advice service provided to a client where a client cancels a fire and general insurance policy within 12 months from the date that policy is put in place through us.

Whether a fee will be charged, the manner in which it will be charged and the date by which the fee will be payable will be advised when the financial advice service is provided to the client.

If you choose to utilise the premium funding service, then Premium funders (i.e., providers of the premium funding facility described above) charge interest and they take a power of attorney over your insurance policy, this means they have the ability to cancel your insurance policy if you fail to pay an instalment. The amount of interest and how it is payable will be disclosed to you when we know the scope and nature of the advice required and whether you wish to utilise the premium funding facility.

## **Conflicts of interest and commissions or other incentives**

We and Insure 247 Limited will receive commission from the insurance companies (insurers) who provide fire and general insurance products.

Our advisers get remunerated either by way of a salary or by taking drawings from the company.

From time to time, various product providers (described previously) may also reward us and/or Insure247 for the overall business provided to them. They may give tickets to sports events, hampers, or other incentives. To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our recommendations are made based on the client's personal goals and circumstances. All our financial advisers undergo annual professional development refresher training about how to manage conflicts of interest. We maintain registers of conflicts of interests, and the gifts and incentives received.

## **Complaints handling and dispute resolution**

We take all complaints seriously and work to resolve them as quickly as possible.

If you are unhappy with our financial advice service, and wish to make a complaint, please contact your financial adviser so he or she can try to put things right.

If you do not feel comfortable discussing your concerns with your adviser, you can:

- Call David Hart on 029 224 0300 between the hours of 8:30 am - 5 pm weekdays
- Email David Hart at david.hart@insurancesupply.co.nz
- Write to David Hart at PO Box 45053, Te Atatu, Auckland 0651.

## **How your Complaint will be handled**

We will deal with your complaint using our internal complaints handling process. Accordingly,

- We will investigate your complaint by analysing the information you provided us; and
- We may contact you to get additional information about your complaint.

We aim to resolve your complaint within 40 days of its receipt and advise you, in writing, our proposed resolution to your complaint.

If we cannot resolve your complaint within 40 days of receipt (or any additional time you have given us thereafter, at our request) you can contact the Financial Services Complaints Ltd (FSCL).

FSCL provides an independent external dispute resolution service to consumers with complaints about their financial service providers. This service will cost you nothing and will help us to investigate or resolve your complaint if it is not resolved to your satisfaction using our internal complaints process.

You can contact the FSCL Scheme at:

Email: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)  
Website: [www.fscl.org.nz](http://www.fscl.org.nz)  
Telephone: 0800 347 257 or +64 4 4723725  
Address: Level 4, 101 Lambton Quay, Wellington 6011  
P O Box 5967, Wellington 6140

## **Duties**

We, Insure247 Limited and our financial advisers are bound by the following duties under the Financial Markets Conduct Act 2013 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; and
- 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; and
- exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances; and
- 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.