

**My Insurance Cover** trades under **New Zealand Advice Group Mortgages (FSP427366)** which is an Authorised Body of **New Zealand Advice Group Limited (FSP331706)** which is a Licensed Financial Advice Provider issued by the FMA to provide financial advice services.

**Hannah Dyer (FSP1007878)** is an Accredited Adviser  
Employed by New Zealand Advice Group Mortgage  
Limited t/a My Insurance Cover

#### Our office contact details:

Address: 331 Koromatua Road, Hamilton  
Phone: 027 555 0890  
Email: hannah@myinsurancecover.co.nz  
Website: myinsurancecover.co.nz

## Nature & Scope Of Financial Advice Services

### Our Services

Personal Insurance Solutions including Life, TPD, Trauma, Income and Health

## Commissions

For services in relation to insurance products, commissions may be paid by the product provider as follows:

### Initial Commission

For placement of new insurance business, I am paid with commission from the provider.

This commission can be different depending on the insurance product, but is very similar between all insurance companies I have an agency with. The companies have a range of 150% to 200% commission payable initially, and ongoing renewals of 5% to 10% each year for the ongoing management of the policy in force. Health insurance can be between 15% to 30% initially and renewals of 15% to 20% are most common.

You will not be billed or asked to pay any fees at any time even if the engagement of services is terminated by either party.

### Products we can provide financial advice about

Personal Insurance including Life, TPD, Trauma, Income and Health

We do not provide financial advice services relating to;

- Legal or estate planning (e.g. wills, trusts, contracts, etc.)
- General Insurance advice
- Mortgage advice
- Investment products (e.g. shares, bonds, managed funds, KiwiSaver, etc.)

You will need to consult an appropriate specialist if you would like advice on the above, in some cases we can help with recommendations.

### Product providers we might recommend

AIA, Chubb, Partners Life

## Our fees:

Analysing the suitability of the provision of products and/or services to you and providing a financial service to you in the form of a Statement of Advice and all associated documentation is given as a service.

There is no cost to you for the entire term of the mutually agreed engagement.

I am paid by the Insurance company in the form of commission and trail commission. I may also receive ongoing commission for the life of the product(s) placed. You will not be billed or asked to pay any fees at any time even if the engagement of services is terminated by either party.

Some organisations may give me non-financial benefits depending on the decisions that you make.

## Conflicts of interest or other incentives:

We are here for our clients and to advise you as best we can. Your interests are our priority although we do have business relationships with product providers also. From time to time our product providers assist us with funding so we can bring our advisers together for conferences and professional development training.

## How we manage any conflicts of interest:

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- All our advisers undergo annual training about how to manage conflicts of interest.
- We maintain registers of conflicts of interest and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review.

## Our duties and obligations to you:

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Conduct
- Give priority to the clients' interest, and
- Exercise care, diligence, and skill, and
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.

## Our internal complaints process:

If you have a problem, concern, or complaint about any part of our advice or service, please tell us so that we can try to fix the problem. Our internal complaints manager is **Hannah Dyer** who can be reached via email at

**[hannah@myinsurancecover.co.nz](mailto:hannah@myinsurancecover.co.nz)** or **027 555 0890** and Hannah will reply to you within 3 days.

## Our internal complaints handling 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 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.

## Our external complaints process:

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme: Insurance & Financial Services Ombudsman Scheme Inc. (IFSO). This service will cost you nothing and will help us resolve any complaints.

You can contact IFSO at:

Level 2, Solnet House, 70 The Terrace, Wellington 6143

Telephone number: 04 499 7612

Email address: [info@ifso.nz](mailto:info@ifso.nz)

<https://www.ifso.nz/>