

AMICUS

INSURANCE AND FINANCIAL ADVISERS
PROTECTING WHAT MATTERS MOST

FINANCIAL ADVISER DISCLOSURE STATEMENT

Who am I?

Name of financial adviser: Liana Heron (FSP593589)

Financial Service Provider: Amicus Brokers Limited

Telephone Number: 03 943 4108

Address: 196 St Asaph Street, Christchurch 8011 or PO Box 5507, Papanui, Christchurch 8542

Email address: personallines@amicus.co.nz

Website: <https://www.amicus.co.nz>

It is important that you read this information

It will help you (**the client**) make an informed decision 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 Financial Adviser that gives advice on behalf of Amicus Brokers Limited who is a licensed Financial Advice Provider by the Financial Market Authority of New Zealand (FMA) <https://www.fma.govt.nz/>. Financial Services Legislation Amendment Act 2019 requires Amicus Brokers Limited to hold a current license for Advisers to provide Financial Advice Services to you, the client.

To view my registration go to the Financial Service Providers Register <https://www.fsp-register.companiesoffice.govt.nz/> and search my Financial Service Provider (FSP) number FSP593589, or click on the link <https://app.companiesoffice.govt.nz/fsp/app/ui/fsp/version/searchSummaryIndividualFSP/FSP593589.do>

To view Amicus Brokers Limited registration go to the Financial Service Providers Register <https://www.fsp-register.companiesoffice.govt.nz/> and search our Financial Service Provider (FSP) number FSP38241, or click on the link <https://app.companiesoffice.govt.nz/fsp/app/ui/fsp/version/searchSummaryCompanyFSP/FSP38241.do>

As a Licensed Financial Advice Provider, we have standard conditions on our license, these conditions are not specific to Amicus Brokers Limited and does not limit or restrict Advice that may be given.

As a Licensed Financial Advice Provider, we have no specific conditions on our license that limit or restrict the advice we may give.

What financial advice can I provide to you?

I can give financial advice on Insurance Products for Domestic clients.

Our Insurance product providers are Insurance businesses 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>.

Amicus Brokers Limited's 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 with 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 have chosen 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 based on your individual goals and circumstances. I complete annual and ongoing training about how to manage conflicts of interest and a register of interests is maintained. Amicus Brokers Limited monitors these registers and provides additional training where necessary. Amicus Brokers Limited 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?

Amicus Brokers Limited **does receive** commission when you, the client, accept our financial advice and purchase an insurance policy. The commission is paid by the Insurer (product providers) for the insurance business on each insurance policy that you, the client, purchase. **The commission paid to us can be between the range of 0-25% with the exception of Travel Insurance, which ranges from 0-30% of the insurer portion (total premium of the Insurance Policy less government levies and taxes).**

NZbrokers Management Limited

We are a member of NZbrokers Management Limited, NZbrokers Management Limited provides services such as IT, education, training, technical insurance products, claims support and group member benefits to us. 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.

Profit Share

Amicus Brokers Limited have a profit share arrangement with AMP General and may receive 0-7.5% of the company premium as commission. The profit share commission varies depending on volume, profit, and growth.

I receive an annual salary that may include bonuses based on client service performance and achievement of company goals.

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 Amicus Brokers Limited 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 <https://www.amicus.co.nz/client-complaint-procedure/> which will give details on our Complaints Process and how to make a Complaint.

If a complaint is received, Amicus Brokers Limited 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 every attempt will be made to resolve your complaint in a timely manner, with staff escalating as necessary to our Complaints Manager.

You will receive a written decision, remedies, and resolution as soon as practicable after Amicus Brokers Limited 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 Amicus Brokers Limited complaints process, or you are unsatisfied with the response or resolution, you can contact **Financial Services Complaints Ltd. FSCL** is a dispute resolution scheme of which we are a member. This is a free 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 Financial Services Complaints Limited <http://www.fscl.org.nz/complaints/how-make-complaint>

You can contact FSCL at:

Postal Address: P.O. Box 5967, Wellington 6145

Email: info@fscl.org.nz

Telephone: 0800 347 257

Website: <http://www.fscl.org.nz/>

What are my duties as an adviser?

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

- Hold a Level 5 New Zealand Certificate in Financial Services by the 15th March 2023
- 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 your needs.
- Recommend products or services that meet you, the client's, needs and explain why.
- Give clear and concise communication.
- Protect clients information.
- Give priority to you, 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 make a complaint 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: 15th March 2021.

