

Disclosure Statement

Matt Guildford

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Financial Adviser Registration: FSP219625

Disclosure Guide

Here is some key information you need to know to help you understand what type of advice I am able to give you, so that you can make an informed and confident choice when engaging me.

Details about me and HLS Insurance Ltd

I am a Financial Adviser, and I give advice on behalf of HLS Insurance Ltd. My contact details and my Financial Service Provider Registration number are listed above.

I am engaged with HLS Insurance Ltd who operates as a Financial Advice Provider with a current full licence issued by the Financial Markets Authority

HLS Insurance Ltd details are:

Physical Address:

34 Manners Street
Wellington 6011

Phone: 04 384-5700

Financial Advice Provider registration number: FSP1003191

Nature and Scope of Service:

The information below will help you understand what type of advice will be provided.

Our Duties:

I am bound by and fully support the duties set out in the Financial Markets Conduct Act 2013. These duties are:

- Meet the standards of competence, knowledge, and skill set out in the code of conduct.
- Give priority to your interests.
- Exercise care, diligence, and skill.
- Meet the standards of ethical behaviour, conduct, and client care set out in the code of conduct.

Services I Provide:

I will analyse your insurance needs and help you choose cover that is suitable for your purpose. I have access to a range of insurers. Once we have chosen an insurer, and the types and amounts of cover that are suitable to you, I will help you to obtain acceptance.

Insurers I Use:

I source insurance products from the following panel of approved insurers.

- Accuro/UniMed
- AIA
- Asteron Life
- CHUBB Life
- Fidelity Life
- NIB
- Partners Life

Products I Provide:

The types of financial products I can give advice on are:

- Life Insurance
- Income Protection
- Premium Cover
- Mortgage Protection
- Health Insurance
- Redundancy Cover
- Trauma/Critical Illness
- Permanent Disablement

Limitations of Advice:

Please note that 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.)

Fees and expenses:

Generally, I won't charge you any fees for the financial advice I provide to you. This is possible because on the issuance of a risk insurance policy I usually receive commission from the insurer. Any exceptions to this general position are explained below.

I may charge you a one-off fee if the following occurs:

(a) When I don't receive commission from the insurer:

If you request that I provide financial advice and I do not receive a commission from the insurer, I may charge you a one-off fee. Any such fee would be agreed upon and authorised by you in writing before I complete the services and would be based on an estimate of the time spent acting on your behalf and providing the advice.

This may arise in the rare event that you request that I provide services in relation to either a product that is offered by an insurer that I do not hold an accreditation with, or insurance that is outside my usual arrangements with my product providers.

You will be invoiced for any one-off fee and will be given 30 days to make payment.

Conflicts of interest – Commission:

HLS Insurance Ltd receives commissions from the relevant insurance providers if you choose to take up my advice and a policy is put in force. The commissions are typically between 20% and 230% of the first year's policy premiums.

As the adviser acting on your behalf, I will receive a portion of this commission. HLS Insurance Ltd also retains part of the commission, which helps pay the operating expenses of running a compliant & professional business.

HLS Insurance Ltd may also pay a percentage of the total commission received from product providers to individuals that refer clients to me. This referral payment is for introducing clients to my services and is not an additional cost to you. My advice process and the recommendations I provide are based solely on your financial needs and goals, irrespective of any referral arrangements

HLS Insurance Ltd can also receive between 5% to 20% of the policy premiums for each year the policy is in force - known as servicing commission.

I manage the conflicts of interest arising from this commission by:

- Following an advice process that ensures I understand your needs and goals so that I always recommend the best product for you regardless of the type and amount of commission I will receive.
- Ensuring the amount of any insurance cover is in accordance with your identified needs.
- Undertaking regular training on how to manage conflicts of interest

I may also receive a referral fee or commission if I refer you to one of my referral partners.

Collection of Personal Information:

Where we collect your personal information from someone other than you, we will take reasonable steps to notify you. This notification will include the purpose of the collection, the intended recipients of the information, the name and address of the agency collecting and holding the information, whether the collection is authorised or required by law (and, if so, the relevant law), and your right to access and request correction of that information, unless an exception applies under the Privacy Act 2020.

Link to the KAN Privacy Policy & Provider Schedule:

<https://www.kiwiadvisernetwork.co.nz/about/privacy-policy>

Complaints Process:

We are always looking for ways to improve our service to you, so if something has gone wrong or you are unhappy with the service, please let me know so I can try to put it right:

- Phone: 021 2422 090
- Email: matt@hlsinsurance.co.nz

Alternatively, you can contact our designated complaints manager – Callan Wayne-Bowles on the below details:

- Phone: 0273463268
- Email: callan@squirrel.co.nz

When emailing or writing to us, please outline what has happened and how we can resolve matters. If you have any documents or correspondence that will help us understand your complaint, please attach them to the email.

When we receive your complaint, we will:

- acknowledge your complaint within 2 working days
- gather and evaluate information about your complaint
- respond to you within 10 working days.

If we cannot agree on how to resolve the complaint, you can contact Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service. FSCL are an independent, not-for-profit, external dispute resolution scheme approved by the Minister of Consumer Affairs.

FSCL's service does not cost you anything and they will help resolve the complaint. You can contact FSCL:

- by calling 0800 347 257
- by emailing complaints@fscl.org.nz
- through FSCL's website: www.fscl.org.nz
- writing to: FSCL, PO Box 5967, Wellington