



**NZ 1ST FINANCIAL SERVICES**  
Helping you become financially secure.

**Public Disclosure Statement by NZ 1<sup>st</sup> Insurances Ltd as required  
by The Financial Markets Conduct (Regulated Financial Advice  
Disclosure) Amendments Regulation 2020**

**Financial Advice Provider:** NZ 1<sup>st</sup> Insurances Ltd  
**FSPR Number:** FSP 739631  
**Physical address:** Suite 5/44 Silverdale Street, Silverdale.  
**Telephone number:** 09 427 9095  
**Email address:** info@nz1stfinancialservices.co.nz

This disclosure statement was prepared on 11 March 2021.

**It Is Important That You Read This Document**

This information will help you to choose a Financial Advice Provider that best suits your needs. It will also provide some useful information about the Financial Advice Provider that you choose.

**NZ 1<sup>st</sup> Insurances Ltd** hold a Financial Advice Providers license issued by the Financial Markets Authority. There are no special conditions that apply to this license.

**Nature and Scope of Service**

We give regulated advice in respect of:

- Life Cover – Health Insurance – Income Protection – Trauma Insurance – Total Permanent Disablement
- Investment Advice
- Investment Planning Services

When giving advice there are no material limitations or restrictions on the nature and scope of the advice that a client will be given.

We only provide recommendations on products from:

- Insurances: AIA, AMP, Cigna, Fidelity, NIB, Southern Cross & Partners Life.
- Investments (including KiwiSaver): One Answer/ANZ, Milford Asset Management, Generate, Fisher Funds.



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**How Do we Get Paid for The Services That We Provide To You?**

We are required to tell you the specific fees, commissions, extra payments, and other benefits that we have received or will, or may, receive in relation to the services that we provide to you. We must tell you these things before we give you advice or, if that is not practicable, as soon as practicable after we give you that advice.

The following table sets out the commissions we receive from various suppliers.

<b>Investments</b>	
Initial	\$1,500 plan writing fee
Ongoing	0.25% to 0.35%.
<b>Insurances</b>	
Initial	165% to 220% of the first year's premium.
Ongoing	5% to 10% of the premium for each year the policy remains in force.

**Conflicts of Interest and Commissions or other Incentives.**

At the time of preparing this disclosure document we do not have any Conflicts of Interest that would influence the advice we provide. If any conflict occurs in the future, we will advise you and inform you how we would manage that conflict to not influence the advice we provide.

Commissions for Insurances do vary from provider to provider. They are based on a % of the annual premium you pay to the Insurance Provider. We manage this potential conflict by using independent research to select the best solution for your circumstances.

From time to time we may receive certain non-monetary benefits from product providers. This could include gratuities such as a bottle of wine at Christmas time, calendar, pen, book, the occasional refreshments after a meeting, invitations to events, subsidized professional development, discounted training courses or office supplies etc.

**What Are Our Obligations?**

As a Licensed Financial Advice Provider, we must comply with the Code of Professional Conduct for Licensed Financial Advice Providers. We also have other obligations under the Financial Services Legislation Amendment Act 2020 (including regulations made under that Act), the Financial Markets Conduct Act.



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**Complaints Process.**

**COMPLAINTS HANDLING AND DISPUTE RESOLUTION**

If you are not satisfied with our financial advice service, you can make a complaint by emailing [info@nz1stfinancialservices.co.nz](mailto:info@nz1stfinancialservices.co.nz) or by phoning 09 427 9095. You can write to us at P O Box 275, Silverdale, Auckland 0944. When we receive a complaint, we will consider it following our internal complaints process:

- 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 cannot resolve the complaint for you within that time, we will contact you 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.
- If we cannot resolve your complaint or you are not satisfied with the way, we propose to do so you can contact FSCL Disputes Resolution Scheme. FSCL Disputes Resolution Scheme 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. This service will cost you nothing and will help us resolve any disagreements.

FSCL contact details are: P O Box 5967, Lambton Quay, Wellington Telephone: 04 499 7612 Freephone: 0800 347257 Email address: [info@fscl.org.nz](mailto:info@fscl.org.nz)

**Duties Information**

**NZ 1<sup>st</sup> Insurances Ltd** and its advisers.

**NZ 1<sup>st</sup> Insurances Ltd** and any person giving advice on **NZ 1<sup>st</sup> Insurances Ltd** behalf is bound by the following duties in the Act. That we and our advisers:

- (i) meet the standards of competence, knowledge, and skill set out in the code of conduct; and
- (ii) give priority to your interests; and
- (iii) exercise care, diligence, and skill; and
- (iv) meet the standards of ethical behavior, conduct, and client care set out in the code of conduct.

**If You Need to Know More, Where Can You Get More Information?**

If you have a question about anything in this disclosure statement or you would like to know anything more, please ask us. If you have a question about Financial Advice Providers generally, you can contact the Financial Markets Authority.



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**How Am I Regulated by The Government?**

You can check that I am a registered financial services provider and a Licensed Financial Advice Provider at [www.fspr.govt.nz](http://www.fspr.govt.nz).

The Financial Markets Authority authorises and regulates Financial Advice Providers and Financial Advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings. You can report information or complain about Our conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above **(under Complaints Service)**.

**Declaration**

I, Mark Morgan-Kemp, declare on behalf of **NZ 1<sup>st</sup> Insurances Ltd** that, to the best of Our knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements of the Financial Markets Conduct Regulated Financial Advice Disclosure Amendment Regulations 2020.

Signed: \_\_\_\_\_