

**Financial Adviser  
(Insurance Broker)  
Disclosure Statement**

## CERTUS INSURANCE BROKERS (NZ) LIMITED

FSP Number: FSP25421  
Address: Level 3, Suite 304, 27 Gillies Ave, Newmarket, Auckland 1023  
Postal: P O Box 8614, Newmarket, Auckland 1149  
Telephone number: (09) 365 1205  
Email address: broker@cibnz.co.nz  
Website: www.cibnz.co.nz

### It is important that you read this document

The information contained in this document will help you choose a financial adviser that best suits your needs in relation to general insurance products and advice.

This Disclosure Statement is required under the Financial Markets Conduct (Regulated financial advice disclosure) Amendment Regulations 2020.

### What financial advice can we provide you and what are our adviser's duties?

Our financial advisers can provide advice to you on commercial and domestic insurance products on behalf of Certus Insurance Brokers (NZ) Limited ("CIBNZ"), which is a licensed Financial Adviser Provider under the licensing and regulatory body, the Financial Markets Authority of New Zealand (FMA) <https://www.fma.govt.nz/> (as required by the Financial Services Legislation Amendment Act 2019).

Our insurance product providers are, or are underwritten by, insurance companies 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. View the Insurer ratings here: <https://www.rbnz.govt.nz/regulationandsupervision/insurers/licensing/register>

The insurers are required to have financial strength ratings with a minimum of B- and above. When you receive a quote from us you will be supplied 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.

### When giving financial advice our advisers must:

- Abide by the Code of Professional Conduct for Financial Services, ensuring they have and maintain through professional development, the competence, knowledge and skills suitable for providing financial advice, and hold a Level 5 New Zealand Certificate in Financial Services.
- Exercise care, diligence, and skill that a prudent person engaged as a Financial Adviser would in the same circumstances.
- Treat you fairly and with integrity, and listen to you carefully to discover your needs.
- Recommend suitable products or services that meet your needs, and explain why.
- Communicate clearly and concisely and ensure you understand the financial advice provided.
- Protect your information.
- Give priority to your interests.

To view our registration and CIBNZ's license, go to the Financial Service Providers Register <https://fsp-register.companiesoffice.govt.nz/> and search our company Financial Service Provider (FSP) number FSP25421. As a licensed Financial Advice Provider, we have standard conditions on our license, but these conditions are not specific to CIBNZ and do not limit or restrict advice that may be given.

### How do we get paid for the financial advice and products provided to you?

CIBNZ receives commission from insurers and product providers when you purchase an Insurance Policy. The commission is calculated only on the portion of the premium that the insurer receives – called ‘the Company Premium’. The Company Premium consists of the total premium charged less the government levies (EQC and FENZ) and GST.

The commission received by Certus varies by policy type and insurer. Below is a summary of the commission percentages that Certus receives:

PRODUCTS	COMMISSION RANGE AS A % OF THE COMPANY PREMIUM
<b>Business Insurance</b> <ul style="list-style-type: none"> <li>• Material damage, business interruption, liability, engineering, machinery breakdown, contract works, personal accident</li> <li>• Commercial marine hull, cargo and liability, carrier’s liability, marine builders’ risk</li> <li>• Livestock and Bloodstock</li> <li>• Commercial motor insurance, mobile plant, aviation and trade credit</li> <li>• Natural Disaster</li> </ul>	<p>24% to 25%</p> <p>20% to 22.5%</p> <p>18.75% to 21.5%</p> <p>10% to 15%</p> <p>5% to 10%</p>
<b>Personal Insurance</b> <ul style="list-style-type: none"> <li>• Home and Contents</li> <li>• Boat</li> <li>• Private Motor</li> <li>• Natural Disaster</li> </ul>	<p>22.5% to 25%</p> <p>15% to 20%</p> <p>10% to 14.5%</p> <p>9%</p>
<b>Travel Insurance</b>	<p>22% to 30%</p>

### What fees do we charge?

CIBNZ charges clients a fee for financial advice of 5% for a single policy, or 3% if you have more than one policy, of the insurers premium payable (excluding levies). Fees are payable by you once our advice is followed, accepted and the insurance policy is purchased, and are due by the effective date of the policy, which is on the invoice. The fees charged are in addition to commission and are for our service, placement, implementation and administration of the insurance policies.

### How do we act with Integrity?

To ensure that our financial advisers prioritise your interests above their own, they follow an advice process that ensures recommendations are made on the basis of your individual goals and circumstances. They complete annual and ongoing training about how to manage conflict of

interests and a register of interests is maintained. CIBNZ monitors this register and provides additional training where necessary, and performs an annual review of the compliance programme. You should be aware there could be potential conflicts of interest that you may need to take into consideration when you decide to seek and accept financial advice from us. Our financial advisers will make you aware of any conflicts when giving advice.

#### How to make a Complaint

We welcome your feedback and appreciate any opportunity to improve our service. If you have a problem, concerns or you are dissatisfied with either a product or financial advice service that has been provided by CIBNZ and you require action to be taken, please tell us so that we can review the issue.

To make a complaint please go to our website [www.cibnz.co.nz](http://www.cibnz.co.nz) which provides details on our complaints process and how to make a complaint. When a complaint is received, CIBNZ 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 make every attempt will be made to resolve your complaint in a timely manner, with staff escalating as necessary to a senior management or the Complaints Manager. You will receive a written decision or proposal for resolution within twenty one (21) business days of raising your complaint. If your complaint is complex and may take longer to resolve, CIBNZ's Complaints Team will advise you of this and will keep you informed of its progress.

#### What to do if you are not satisfied after making a Complaint

If we are unable to resolve your complaint to your satisfaction, you can contact Financial Services Complaints Ltd which is a dispute resolution scheme of which CIBNZ is a member. This service will not cost you any fees. It is an independent service that will help investigate or resolve the complaint. You can go to <http://www.fscl.org.nz/complaints/how-make-complaint> to find out how to make a complaint to Financial Services Complaints Limited. You can contact them at: Postal Address: P.O. Box 5967, Wellington 6145 Email: [info@fscl.org.nz](mailto:info@fscl.org.nz) Phone: 0800 347 257.

This disclosure statement was prepared on 2 August 2023.