

Financial Adviser
(Insurance Broker)
Disclosure Statement

CERTUS INSURANCE BROKERS (NZ) LIMITED

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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 sort of adviser am I and what are my duties as your adviser?

I am a Financial Adviser who can provide advice to you 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).

When giving financial advice I must:

- Abide by the Code of Professional Conduct for Financial Services, ensuring I 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 (Version 3).
- Give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by our own interests or the interests of any other person connected with the giving of the advice
- 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 my registration and the CIBNZ 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, CIBNZ has standard conditions on its license, but these conditions are not specific to CIBNZ and do not limit or restrict advice that may be given.

What financial advice can I provide to you?

I can provide financial advice on commercial and domestic fire and general insurance products. 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. To view the Insurer ratings, go to <https://www.rbnz.govt.nz/regulation-and-supervision/insurers/licensing/register>.

If you need advice on other types of insurance products then I can refer you to an appropriate financial adviser within our organisation.

How does CIBNZ get paid for the financial advice and products provided to you?

Commission: 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 PERCENTAGE OF THE COMPANY PREMIUM
<p>Business Insurance</p> <ul style="list-style-type: none"> • Material Damage, Business Interruption, Liability, Engineering, Machinery Breakdown, Contract Works, Personal Accident • Commercial Marine Hull, Cargo and Liability, Carrier’s Liability, Builders’ Risk • Livestock and Bloodstock • Commercial Motor, Mobile Plant, Aviation and Trade Credit • Natural Disaster 	<p>22.5% to 25%</p> <p>20% to 25%</p> <p>18.75% to 21.5%</p> <p>10% to 15%</p> <p>7.5% to 16%</p> <p>5% to 10%</p>
<p>Personal Insurance</p> <ul style="list-style-type: none"> • Home and Contents • Boat • Private Motor • Natural Disaster 	<p>20% to 25%</p> <p>12.5% to 20%</p> <p>10% to 14.5%</p> <p>9%-10%</p>
<p>Travel Insurance</p>	<p>22% to 37.5%</p>

Service fee: Alternatively, CIBNZ may charge a fee for our services when you take out the insurance policy that we have recommended for you, in lieu of commission. This will be set out in the quote and agreed with you before placement of the policy.

Premium Funding: if we assist you with obtaining Premium Funding:

- Salisbury Insurance Limited (“SAL”): SAL is owned by Certus Insurance Brokers (NZ) Limited. SAL will charge a fee and will receive the interest you pay for the premium financed.
- Third party premium funders: a commission and/or fee will be received from the premium finance company. The commission will be calculated as a percentage of the amount that you fund with Premium Funding.

Credit card payments: If you pay us by credit card, we will include an additional surcharge in addition to the amount that you are paying us. The full amount of this surcharge is paid to the credit card issuer.

Placement platforms: We may arrange insurance with insurers using electronic placement systems that enable the exchange of information including the issuing of policy documentation. We are remunerated by insurers who use these placement platforms.

Delegated underwriting: We may be delegated underwriting and claims handling authority by insurer(s) for which we may be remunerated by the insurer. This remuneration may be a commission that is calculated as a percentage of premium (and paid separately to Broking Commission) or a fee.

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 that you choose.

How do I get paid?

I receive an annual salary that may include bonuses based on my performance.

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 on the basis of your individual goals and circumstances. I complete annual and ongoing training about how to manage conflict of interests and a register of interests is maintained. CIBNZ monitors this register, 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. I 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 or myself 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 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 to resolve your complaint in a timely manner, with escalation as necessary to 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 Phone: 0800 347 257.