

CERTUS INSURANCE BROKERS (NZ) LIMITED

Our Statement of Services details our services and obligations to you and your obligations to us.

YOUR OBLIGATIONS

Premiums and Payment

- Prompt payment of premiums, taxes and levies on receipt of our invoices.
You must indemnify us against any liability we may incur regarding payment of Fire and
- Emergency New Zealand levies payable when New Zealand risks are placed overseas.

Information

You are solely responsible for the accuracy of any information provided by you to us and to your insurance provider. Inadequate or incorrect information provided intentionally or in error could result in the impairment or voiding of your insurance cover.

We take no liability for inaccuracy or completeness of any information that you provide including in the replacement or provision of insurance on your behalf on incomplete or inaccurate information.

You are required to:

- Fully disclose any material information to us and your insurance provider. Disclosure in this context includes every matter you know or could reasonably be expected to know that is relevant to the insurer's decision to accept the risk and, if so, on what terms.
- Set adequate sums insured and liability limits of cover
- Advise us if you have any questions or concerns regarding the information you are providing for insurance purposes.

CERTUS' SERVICES AND OBLIGATIONS

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"). When giving financial advice our financial advisers must provide you with their Disclosure Statement and will:

- Abide by the Code of Professional Conduct for Financial Services;
- 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; and
- Give priority to your interests.

Our insurance product providers have a financial strength rating from an approved rating agency. 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.

Pre-Placement Services

Before you place insurance, we will help you with the following:

- Assist you with preparing documents and information to submit to potential insurers.
- Advise and recommend on potential insurance provider(s).
- Negotiate rates and obtain terms from potential insurance provider(s).
- Confirm cover and terms on your behalf.
- Advise on premium funding options or other products as necessary.

Post-Placement Services

Once you have chosen the cover you require you can expect us to:

- Send your confirmation of cover via post or email
- Obtain policies and endorsements from the chosen insurance provider(s)
- Ensure the policy coverage is consistent with the agreed terms and provide you with details of the policies.
- Arrange confirmation of insurance on request.

Ongoing Services

During the period of insurance, you can expect us to support you by:

- Providing you with invoices for premium
- Forwarding the premiums you have paid to insurers
- Forwarding taxes and levies you have paid to appropriate parties as required
- Undertaking cover and risk changes that you notify us of to ensure cover changes are made with insurers and premium adjustments are made
- Monitoring the Financial Strength Rating of your insurers and if an insurer falls below the minimum guidelines, we will alert you in order for you to make a decision on the future of your policy.
- Help you lodge claims and being your advocate with the relevant insurance providers.
- Provide you with a renewal terms prior to the expiry of your insurance.

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

CIBNZ receives commission from insurers and product providers when you purchase an Insurance Policy and charges fees. Details are contained in Certus' and our Financial Adviser Disclosure Statements. The amount of these will be disclosed to you by your Financial Adviser.

How to make a Complaint

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. If you feel your complaint is not resolved to your satisfaction using the CIBNZ process you can contact Financial Services Complaints Ltd which is a dispute resolution scheme of which we are a member. This service will cost you nothing and is independent service that will help investigate or resolve the complaint.

This statement was prepared on 1 February 2021.