



Insurance & Investment Services Ltd



## About Us and our Services – Financial Advice Disclosure

### Who we are, the way we operate and how we can help

Insurance and Investment Services Ltd (also trading as NZ Pensions), provides a personalised service for individuals and families looking for Life Insurance, Income Replacement, Medical Cover, KiwiSaver, UK Pension Transfers and Investment advice.

Norm Waldon is the Managing Director and Principal Financial Adviser, and has been a Financial Adviser since 2002, with particular experience advising on KiwiSaver, Investments and UK Pension Transfers.

We follow a simple process when providing financial advice;

1. We have an initial, no obligation chat or communication to see if we can help you.
2. We agree exactly what type of service you want, and identify your requirements.
3. We prepare a plan, or recommend product options, to meet your needs or requests.
4. We agree any implementation and other actions to ensure the service and products work for you.

Our goal is to always provide practical, common sense solutions that are cost effective and easy to understand. If things change or you have questions, just call or email us – and if we don't have the answer we will find out or refer you to someone who does.

We rely on you letting us know if any adjustments need to be made to your insurances or investments over time, as well as if your addresses and contact details change. As a client, our regular eNewsletters will keep you in touch with us, as well as updating you with topical items of interest.

### Licence status and conditions

**Insurance and Investment Services Ltd** (FSP697311, also trading as NZ Pensions) holds a licence issued by the Financial Markets Authority (FMA) to provide financial advice.

Norm Waldon is the Financial Adviser (FSP76483) giving advice on behalf of Insurance and Investment Services Ltd.

#### Contact Details:

Address: **4/49 Sir William Pickering Drive, Christchurch, 8053, New Zealand.**

Telephone number: **03 666 0084 / 027 4852035**

Email address: [norm@insureandinvest.co.nz](mailto:norm@insureandinvest.co.nz)

### Nature and scope of the financial advice given

**Norm Waldon**, on behalf of Insurance and Investment Services Ltd, will provide advice on Life and Health Insurances, KiwiSaver, Managed Investments, and UK Pension transfers to QROPS Superannuation Schemes in New Zealand.

Financial advice from certain providers only will be provided:

<b>Personal Insurance</b>	AIA, AMP, Cigna, Fidelity Life and PartnersLife
<b>Health Insurance</b>	Accuro, AIA, Nib and PartnersLife
<b>KiwiSaver</b>	AMP, ANZ, Booster, Generate and Milford
<b>Managed Investments</b>	ANZ, Booster, Select Wealth and Synergy
<b>UK Pensions – Superannuation Schemes</b>	Booster, iSelect and AMP

Any financial advice provided will take account only of the information you have given us about your particular needs, financial situation or goals.

## Our Duties

**Insurance and Investment Services Ltd**, and anyone who gives financial advice on our behalf of Insurance and Investment Services Ltd, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice. We are required to:

- give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests
- exercise care, diligence, and skill in providing you with advice
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice)
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should, and give you suitable advice).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>.

The Code of Conduct standards can be read here: <https://www.fma.govt.nz/assets/assets/code-of-professional-conduct-for-financial-advice-services.pdf>.

## Reliability History

Neither **Norm Waldon** nor Insurance and Investment Services Ltd have been subject to a reliability event. A reliability event is something that might materially influence you in deciding whether to seek advice from Norm or from Insurance and Investment Services Ltd. As an example, it would include legal proceedings against us, or if Norm had been discharged from bankruptcy in the last four years.

## Fees, expenses or other amounts payable for our financial advice

We charge fees and commissions for financial advice given to you. Any fee or commission charged will depend on the nature and scope of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed and explain how they are payable.

All fees and commissions are paid by the relevant product provider to the Financial Advice Provider (FAP), Insurance and Investment Services Ltd, rather than to any Financial Adviser giving advice on behalf of the FAP. Insurance and Investment Services remunerates Norm Waldon for giving financial advice by way of Shareholder Salary and drawings which are paid by Insurance and Investment Services Ltd to Norm Waldon, irrespective of any advice given to any specific client.

For services in relation to insurance or investment products, commissions or fees are usually paid directly to Insurance and Investment Services Ltd by the relevant product provider or insurer, rather than you paying fees to us yourself. However, there may be occasions where we agree a set fee with you for specific advice and service, which we will invoice you for as per our agreement.

With Managed Investments and UK Pension transfers, any advice fees, contribution fees, investment implementation fees and / or ongoing service fees are deducted from your investment as applicable, and paid to us by the fund manager. These can be additional to fees charged by the fund manager.

For investment advice, including UK Pension Transfers, our initial advice / investment implementation fee may be up to 5% of the funds you invest or transfer from the UK, depending upon the value of your investment or other factors such as whether you are an existing client and already hold other investments with us.

Adviser service / trail fees of up to 1% of your invested funds may also be charged, again depending upon the value of your investment and other factors. For UK Pension clients we have a capped annual fee of \$995 per annum on funds invested in NZ QROPS schemes.

With KiwiSaver investments, the fund manager pays adviser fees to us from the fund management fees they receive. These can be up to 0.5% p.a. of the funds you have invested.

If the financial adviser recommends any insurance policies for you, you will be informed of the costs of the policies. However, if you cancel a life or health insurance policy within two years of inception, we may need to charge you a fee directly for the financial advice originally provided, as the insurer will usually claw back (either partially or fully) the commission that they initially paid when the policy was put in place. The maximum fee charged is \$2000 (GST excl.), or a portion thereof depending upon the length of time the policy was in force over two years..

Whether a fee will be charged to reimburse us for our advice instead of commission, and the manner in which it will be charged, will be advised when the advice is provided to you.

## **Conflicts of interest and commissions or other incentives**

We are here for our clients and to advise you as best we can. Your interests are our priority, although we do have business relationships with product providers also. From time to time some product providers assist us by providing webinars, conferences and professional development training.

For Personal Insurance and Health Insurance, Insurance and Investment Services Ltd may receive commissions from the insurance companies on whose policies we give advice. These commissions can range between 30% and 200% of the first year's premiums of your policy, and can sometimes include a FAP override of up to 30%. The amount depends on which insurance company and which insurance policy are chosen.

Renewal commission of between 10% and 30% of the premium for each year the policy remains in force may also be received, depending upon your insurance policy and which insurance company it is with.

When giving Financial advice, Norm Waldon ensures that he prioritises your interests above our own. He follows an advice process that ensures any recommendations are made on the basis of your individual goals and circumstances, and he completes annual training about how to manage conflicts of interest. Insurance and Investment Services Ltd undertakes a compliance audit, and a review of the compliance programme annually by a reputable compliance consultancy firm.

## **Privacy**

We need to collect your personal information for the purpose of:

- Evaluating and determining your request for advice;
- Maintaining relevant records and advice reports.

In providing our adviser services to you, you consent and give authority to us to obtain your personal information from or disclose your information to, the following parties:

- the Regulator and external compliance personnel or any service provider when implementing any of my recommendations or variations thereof, and/or supplying products to you;
- compliance advisers/personnel, product providers whom we have an agreement with, insurance companies, any claims investigators and claims assessors, ACC, financial institutions and any other persons or agencies deemed relevant;
- other professionals such as solicitors, accountants, finance brokers, financial planners when such services are required to complement this advice, and/or as requested by you;
- any other individual or organisation where disclosure is required by law.

In providing our adviser services to you, you also consent to your information being used by Norm Waldon, members of the staff of NZ Pensions and Insurance and Investment Services Ltd, and administrators on our behalf, product providers whom we have an agreement with, reinsurers and other companies for the purposes for which your information was collected.

The information is held by Insurance and Investment Services Ltd at the offices listed in this document and on our systems, some of which are cloud based.

Under the Privacy Act 2020 you have the right to access and correct your information that we hold about you. We will rely on you to keep us informed of any changes to all of your contact details and any other personal information. If you wish to obtain access to, or correct your information about you please contact us.

You agree to provide all additional information as requested by us and comply with all reasonable requests from us to facilitate our compliance with AML/CFT Laws.

## **Limitation of Liability**

We will use best endeavours and act in good faith. You acknowledge that investments, and investment markets, are volatile and subject to fluctuations which cannot be foreseen, so no particular results can be guaranteed. We are not liable to you for any loss, liability, actions, claims, damages, costs, or expenses arising out of our advice, act or omission by you or us.

## **Internal complaints process**

If you have a problem, concern or complaint about any part of our advice or service, please tell us so that we can try to fix the problem. We have an internal complaints process and undertake to investigate your concerns promptly and fairly.

Our complaints manager is **Norm Waldon**, who can be reached via email at: norm@insureandinvest.co.nz or by telephone on 0274 852035.

Norm will endeavour to reply to you within 48 hours.

You can also write to us at P.O. Box 79205, Avonhead, Christchurch 8446, New Zealand.

If we receive a complaint, we will consider it by 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 can't, we will contact you within that time 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.

## Dispute resolution process

If our internal complaints process does not resolve your complaint to your satisfaction, you can contact our external independent dispute resolution scheme. This service is free and may help investigate or resolve the complaint.

We are a member of the Financial Services Complaints Limited's approved dispute resolution scheme.

You can contact the Financial Services Complaints Limited at:

### Financial Services Complaints Limited

Level 4, Sybase House,  
101 Lambton Quay  
Wellington 6011

Telephone: 0800 347 257 (freephone if within New Zealand) or +64 4 472 3725 (if calling outside New Zealand)

**Postal:** FSCL Ltd, P O Box 5967, Wellington 6140

**Email:** [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

**Website:** <http://www.fscl.org.nz/>

## Contact Details

**Insurance and Investment Services Ltd** (FSP697311, also trading as NZ Pensions) is the Licensed Financial Advice Provider.

### *You can contact us at:*

<b>Company Name</b>	Insurance and Investment Services Ltd
<b>Business Address</b>	4/49 Sir William Pickering Drive, Burnside, Christchurch
<b>Postal Address</b>	P.O. Box 79205, Avonhead, Christchurch 8446
<b>Telephone</b>	03 6660084 or 0274 852035
<b>Email and Website</b>	<a href="mailto:info@insureandinvest.co.nz">info@insureandinvest.co.nz</a> / <a href="http://www.insureandinvest.co.nz">www.insureandinvest.co.nz</a>