



RISKDIRECT

INSURANCE

Important information about our business

Risk Direct is a Licensed Financial Advice Provider approved by the FMA to provide financial advice services. Our Financial Services Provider Number is 742711.

Our office contact details:

Address: Level 6, 135 Broadway, Newmarket, Auckland
Phone: 09 522 7933
Email: insure@riskdirect.co.nz
Website: www.riskdirect.co.nz

Nature and scope of financial advice services

Our Services

- Personal insurance – health and life insurance

Products we can provide financial advice about

- Personal and group insurance (life cover, disability, income protection, trauma, and health)

Product providers we might recommend

- | | |
|-----------------|----------|
| • AIA | • Accuro |
| • Asteron | • Cigna |
| • Fidelity Life | • NIB |
| • Partners Life | |

Our fees

The actual fee charged to you 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. Below are the types of fees that may apply:

The fees charged for our advice and services may be based on a set dollar amount and/or a percentage-based fee.

Our agreed advice and service fees may include charges for initial advice, and ongoing or annual advice and services.

Other costs

We don't directly charge our clients fees, expenses, or anything else for the financial advice we provide.

Commissions*

For services in relation to insurance, commissions may be paid to Risk Direct by the product provider as follows:

Initial commission - a percentage (40-240%) of the value of your insurance premiums, paid on the issuing of a policy.

Ongoing commission - a percentage (7-25%) of the value of your annual premiums, usually calculated at the end of each month on renewal of insurance products.

*Individual financial advisers don't get paid commission on sales or have any incentives. Only Risk Direct the business receives commissions. Our financial advisers are salaried employees.

Conflicts of interest or other incentives

We are here to advise our clients as best we can. Your interests are our priority, although we do have business relationships with product providers also.

From time to time our product providers assist us with funding so we can bring our advisers together for conferences and professional development training.

We may give a gift and incentives for a referral; any gift or incentive for a referral would be <= to \$250.

How we manage any conflicts of interest

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- All our advisers undergo annual training about how to manage conflicts of interest.
- We maintain registers of conflicts of interests and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review.

Our duties and obligations to you

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Conduct
- Give priority to the client's interest
- Exercise care, diligence, and skill
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct

Our 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.

Our internal complaints manager is Samantha Macduff who can be reached via email at insure@riskdirect.co.nz – she will reply to you within one working day.

Our internal complaints handling process is as follows:

1. Once we receive your complaint we will let you know how we intend to resolve it.
2. If needed, we will contact you to get further information regarding your complaint.
3. We aim to resolve your complaint within 7 days of receiving it. If the complaint cannot be resolved within 7 days, we will let you know if we need more time to resolve it, and provide you with a timeframe to do so.
4. We will contact you to let you know whether we can resolve the complaint and how we propose to do so.

Our external complaints process

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints process, you can contact our external disputes resolution scheme – Financial Services Complaints Limited. This service will cost you nothing and will help us resolve any complaints.

You can contact Financial Services Complaints Limited at:

Address: PO Box 5967, Lambton Quay, Wellington, 6145

Phone number: 0800 347 257

Email address: complaints@fscl.org.nz



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INSURANCE

Email: info@riskdirect.co.nz | Phone: +64 9 522 7933 | www.riskdirect.co.nz

PROVIDING HELP FOR YOU AND YOUR FAMILY WHEN YOU NEED IT MOST