



MAZDA FINANCIAL SERVICES LTD

**P.O Box 48218, Blockhouse Bay, Auckland,
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Web: www.insuresecure.co.nz
E-mail: info@insuresecure.co.nz**

IMPORTANT INFORMATION ABOUT US

FALI MISTRY, trading as **MAZDA FINANCIAL SERVICES LTD (FSP NO.698132)** holds a licence issued by the Financial Markets Authority to provide financial advice and is a Financial Advice Provider (FAP) and regulated by the Financial Markets Authority to provide financial advice.

My name is Fali Mistry, trading as Mazda Financial Services Ltd.

My FSP number is 35066

Contact Details:

Address: 61, Carlton Street, Hillsborough, Auckland 1042

Telephone: 021 426 858

Email: fali@insuresecure.co.nz

Website: www.insuresecure.co.nz

Nature and Scope of the Advice:

Mazda Financial Services Ltd provides advice to our clients about their Life Insurance, Health Insurance, Business Risk Insurance, General Insurance (home, car, content insurance and travel insurance) and Kiwi Saver.

Our financial advisers provide financial advice in relation to Kiwi Saver (class advice), Life Insurance, Business Risk Insurance, General Insurance and Health Insurance.

We can only provide financial advice about products from certain providers:

For Life Insurance, we work with below Companies:

1. Partners Life
2. AIA
3. Cigna
4. Asteron
5. Fidelity
6. AMP
7. AIA Hub

For Health Insurance, we work with:

1. Partners Life
2. AIA
3. NIB
4. AIA Hub
5. Accuro

Business Risk Insurance, we work with:

1. Cigna
2. AIA
3. Partners Life
4. Fidelity Life

General Insurance, we work with:

1. Aon Style Cover
2. Blanket Insurance

Travel Insurance, we work with:

1. Southern Cross

Kiwi Saver Providers, we work with:

1. NZ Funds
2. Fisher Funds
3. ANZ Investments

My Advice Process:

When we give advice, we follow the internationally recognised six-step process:

1. Establishing the client-adviser relationship and scope of service,
2. Gathering client data and determining the client's goals and expectations,
3. Analysing and evaluating the client's financial position cash and debt management, personal and business insurance, retirement planning, and/or investment needs. This process will usually incorporate minor estate planning, namely issue identification, but not advice on solutions,
4. Developing and presenting our written advice,
5. Overseeing the implementation of the plan, and
6. Monitoring and reviewing the plan.

Not all clients require the full range of advice that can be provided, and the services we provide will depend on the client needs. If a client wishes to obtain limited advice or product implementation in any respect, I will provide it, however it will be documented that the advice

or transaction was limited in nature. Any recommendations will be clear and concise, with enough detail for you to make an informed decision about whether to act upon it.

My Qualifications and experience:

1. NZQA approved Level 5 Certificate in Life, Health & Disability, Core Strand and Residential Property Lending Strand.
2. Life Insurance Sales Preliminary Certificate – July 2005.
3. Adviser Link course Certificate of Competence in Personal Risk Management.

I have been providing financial advice on a wide range of products and services to my clients since April 2004. I have product knowledge accreditation with all providers that I use and I undertake regular professional development to maintain and improve my competence and knowledge.

Professional Membership

I am a member of Financial Advice New Zealand since 2018.

I am also a member of the Newpark Dealer Group and they provide me with Continuing Professional Development and Adviser Days.

My Duties and Obligations to you

I have duties and obligations under the Financial Markets Conduct Act 2013 relating to the way I give advice. I am required to:

- Ensure you understand the nature and scope of service you ask me to provide.
- Provide a service and advice that is relevant to the scope of service and suitable for your circumstances and needs.
- Listen to your needs, concerns, preferences and treat you fairly and with respect.
- Act with integrity and give priority to your interests and give advice not influenced by my own interest.
- Exercise care, diligence and skill in provide you with financial advice.
- Meet the necessary standards set out in the Code of Conduct of ethical behaviour, conduct, client care, competence, knowledge and skill to provide you with the with advice requested.
- Ensure you understand my advice and recommendations and any associated risks.
- Keep you informed along the way and communicate in a timely, clear and effective manner.

This is only a summary of the duties I have. More information is available by visiting the Financial Markets Authority website at: <https://www.fma.govt.nz/compliance/role/financial-advice-provider/#dapDuties>.

How I get paid

Fees and expenses:

Mazda Financial Services Ltd: does not charge any fees towards providing advice for implementing your insurance plan. Since we are remunerated by our product providers (insurance companies) by way of commission. We are paid a commission as a percentage of annualised premiums (API) varying from provider to provider. We are paid between 100% to 200% of our API's. We are also paid renewal commission varying from 7.5% to 10% on depending upon different providers.

However, Mazda Financial Services Ltd., MAY, charge a fee for the financial advice provided to a client, where a client cancels and/or reduces, benefits on Life or Health Insurance Policies within 2 years of inception. Whether a fee will be charged and the manner in which it will be charged will be advised, when the advice is provided to the client. This will be payable by the client by the 20th of month after the policy is cancelled.

Kiwi Saver Commissions:

We don't charge any fees for providing Class Advice towards the Kiwi Saver, as we are paid by our Kiwi Saver provider a referral fee of \$100.00 per kiwi saver account. We also get paid 0.40% trail commission on the portfolio value of our clients on annual basis.

General Insurance Commission:

We are paid between 10-12.5% of the annualise premium by way of commissions from our product providers. We are also paid a renewal to the same percentage. However, if there is a cancellation or reduction in benefits, commission reversal is charged to our company.

Conflicts of Interest:

To ensure that I prioritise your interests above my own, I follow an advice process that ensures my recommendations are made based on your individual goals and circumstances. I complete annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance programmes annually by a reputable compliance adviser.

In order to avoid any conflict of interest we will provide you with different options of quotes from different insurance providers, for you to make an informed decision.

We also provide an Independent Research Report (Quote Monster), for you to review and compare the best insurance provider that can suit your financial needs and goals.

Some companies also provide us with soft incentives like over-ridings on commission between 10-30% for the good services provided to our clients.

Referral Fees:

We reward our clients, who refer us business by way of Movie Vouchers, Restaurant Vouchers and Gift cards, when they refer their friends and family to us for their insurance needs.

Complaints and Disputes

If you are not satisfied with our service or financial advice, please let us know as soon as possible so we can try and resolve this for you to the best of our ability. It is our intention to provide the best possible service we can for our clients and will do our best to try and resolve any complaint received as quickly and effectively as possible. You can make a complaint by calling me on **021 426 858** or emailing me fali@insuresecure.co.nz

You can also write a letter and post it to us:

Mazda Financial Services Ltd
P O Box 48218
Blockhouse Bay
Auckland 0644

We will follow our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. Where possible we will try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint.
- We will contact you by phone, email, or letter to let you know we can resolve your complaint and how we propose to do so.

We follow our external complaints process:

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints scheme, you can contact our external disputes resolution scheme, Financial Service Complaints Limited. They provide a free and independent dispute resolution service that may help to investigate or resolve your complaint if we have not been able to do so to your satisfaction.

You can contact Financial Services Complaints Ltd at:

Telephone: 0800 347 257

Email: complaints@fscl.org.nz

Address: PO Box 5967, Wellington 6145