



Disclosure Statement

Important Information About Us

Disclosure Statement

This Disclosure Statement (DS) is designed to clarify who I am and what I do, and help you decide whether to use our services.

To make things simple, this guide explains:

- (a) the services and types of products we are able to offer you;
- (b) how we and our advisers are paid and any other benefits we may receive;
- (c) any potential conflicts of interest we may have;
- (d) how we protect your privacy and handle your personal information; and
- (e) how we resolve disputes and what you should do if you have one.

Please read through the whole DS, as it's full of useful information and is also worth holding on to for future reference. And of course, if you ever have any questions, please contact us.

Other Documents You May Receive

In addition to this DS, we will also present you with a written Statement of Advice (SOA)

The SOA will describe:

- (a) advice and strategies we recommend and the reasons why;
- (b) the financial products and services we recommend and the reasons why;
- (c) any fees or commissions we will receive; and
- (d) any associations we have with financial product providers or other parties that have not already been disclosed in this DS and may influence the advice we provide.

If you receive further financial advice from us, we will present you with a Statement of Advice or Further Advice (SOAFA). You can request a copy of this by contacting us any time up to seven years from the date of the advice provided. Please refer to the "Contact us" section of this DS for our contact details.

To help you make an informed decision about a financial product you generally will be given Product Brochure (if available) which outlines the product features and costs in detail. In certain circumstances it is not a requirement that you be given a PDS (including, for example, where you already have one).

Giving us Instructions

If you want to make changes to your financial plan or provide other instructions, please contact us.

Please refer to the "[Contact Information](#)" section of this DS for the contact details.

Generally, you will need to give us instructions in writing (e.g. email) or any other methods that we have agreed upon together.

Who Are We ?

AIFP Personal Risk T/A FG Life is a financial advice provider which holds a Full Licence — Class 2, issued by the Financial Market Authority (FMA), to provide financial advice service.

Financial Advice Provider	AIFP Personal Risk Limited (FSP1003239)
Trading As	FG Life
Licence Categories	Full Licence - Class 2
Hamilton Office	430 Ulster Street Beerescourt Hamilton 3200
Phone	0800 344700
Email	info@fglife.co.nz
Website	www.fglife.co.nz

The Financial Advice Type

Personal financial advice is tailored for your financial situation and goals, at the same time, designed for your best interests.

It can include:

Specific Advice

“Specific advice” refers to financial advice that is tailored to an individual’s specific needs and objectives. This type of advice considers a person’s personal circumstances, financial goals, and preferences, and provides guidance on how to achieve them.

For example, if you are looking to purchase a new property and need help organizing a mortgage, a financial adviser can provide specific advice on the different mortgage products and repayment strategies for your situation. Similarly, if you want to start a savings plan or join a KiwiSaver scheme, a financial adviser can provide specific advice on the most suitable options for your goals and risk tolerance.

One key aspect of specific advice is that it is limited to the specific financial product or service that you are seeking advice on. So, if you only need advice on getting health insurance at a certain stage of your life, the advice provided will only relate to your health insurance needs and not your overall financial situation.

In summary, specific advice is personalised guidance that is tailored to an individual’s unique financial circumstances and goals. It focuses on a specific aspect of a person’s finances, such as a particular product or service, and provides recommendations based on the individual’s needs and preferences. At AIFP Personal Risk we only provide specific advice on your Personal or Business Insurance needs, for example, which includes but are not limited to Life, Trauma, Health or Disability insurance.

Ongoing Advice

“Ongoing financial advice” refers to a type of financial advice that is provided on an ongoing basis, typically over an extended period. This type of advice is designed to help individuals manage their finances and make informed decisions as their financial situation evolves over time.

Ongoing financial advice typically involves regular meetings or consultations with a financial adviser who will provide guidance and support on a variety of financial matters. The frequency and extent of ongoing financial advice will depend on the individual’s specific needs and financial situation. Some people may require regular, frequent consultations while others may only need occasional check-ins.

Approved Product List

We generally recommend products that are listed on FG Life's approved product list. Before any products are added to this list a review process is undertaken, and products are required to meet minimum standards. If these products are not appropriate for your circumstances, then we will let you know before any advice is provided if we can advise you on the products outside our approved list. At all times, we will ensure that our recommendations are in your best interests.



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partners life

Our Duties as a Financial Adviser

FG Life and its advisers have duties under the Financial Markets Conduct Act 2013 relating to the way we give advice. We are required to:

- a. treat you fairly and act with integrity;
- b. ensure that the advice we give you is suitable for you and that you understand the advice;
- c. give priority to your interests by taking all reasonable steps to make sure my advice isn't materially influenced by our own interests;
- d. take reasonable steps to protect your privacy and information;
- e. 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 appropriate advice); and
- f. meet standards of ethical behavior, and client care set by the Code of Professional Conduct for Financial Advice Services.

More information is available by contacting us or by visiting the Financial Market Authority (link below).

<https://www.fma.govt.nz/>

Neither FG Life nor Its financial advisers have been subject to a reliability event.

How We Charge For Our Services

All fees and commissions and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Initial Consultation

The initial consultation is free of cost.

Strategy Presentation

Once we understand you and what you want to achieve, we may present some strategies to help you understand our thoughts behind our advice without any cost to you.

Insurance Products

We do not charge a fee for providing Personal Insurance advice. FG Life receives commission directly from product providers for recommending their products. The commission is generally of an upfront basis and may also include a trail commission.

However, FG Life may charge a fee of \$1,500 plus GST for insurance only advice if you cancel your policy within two years of inception.

The fee of \$1,500 + GST will be waived off if the cancellation of the policy is due to financial hardship.

Referrals

We work with different professionals across the board to make our advice more accessible to more people.

Referrals from a Third Party

We have arrangements in place to pay a referral fee, commission, or other benefit to certain third parties when they refer new clients to us. Our current arrangements for referrals from a third party are set out in the table below and specific details of any benefit we provide in relation to our advice to you will be included in the advice documentation we provide to you. Please be advised that we will disclose every dollar we receive as a commission or fee and how much we share in our advice document.

Table 1 - Details of arrangements for referrals from a third party

Type of referral partner	Accountant or Real Estate Agent or Lawyer
Fee Sharing	From 5% to 20% of the commission we receive.
Example	For example, if a client was referred by their accountant for mortgage or insurance advice and client implement the advice from us and we received \$1,000 from the commissions, we may share up to \$200 with the referral partner.

Referrals to a Third Party

At present we do not have any referral arrangement in place to provide referrals to third parties in return for payment or other benefit. If this changes, we will make you aware of this prior to providing advice, or further advice, to you.

Conflict of Interest and Incentives

FG Life receives commissions from the product providers whose products we choose to settle with (e.g. insurers). If you decide to buy an insurance policy or take out an insurance policy, the provider will pay a commission to FG Life. The amount of commission is based on the annual insurance premium.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers or other incentives.

We will disclose to you any commissions we are to receive when we make our recommendation(s) and prior to the implementation of any product or advice.

To Ensure that We Prioritise Your Interests Above Our Own

We follow an advice process that ensures our recommendations are made in alignment with the individual's goals and circumstances, irrespective of the type and amount of commission we will receive.

Should any actual or potential conflict of interest arise during our engagement with you, we shall bring that to your attention immediately and then seek to manage or avoid the conflict if possible.

If management or avoidance of a conflict to your satisfaction is not possible then we will resign from the engagement with you and will assist with the appointment of a replacement and more suitable adviser.

Managing conflicts of interest is part of our annual training program for all our advisers. A registry document for conflicts of interest, gifting and incentives received is maintained from time to time for record keeping purposes.

Privacy Policy

At FG Life, we are committed to protecting the privacy of our users. This Privacy Policy outlines the information we collect, how we use it and the measures we take to ensure its security. References in this Privacy Policy to “we”, “us” and “our” means, AIFP Personal Risk Limited (FG Life). We protect your information in accordance with the Privacy Act 2020 (the Act).

Your Authorisation

By providing us with your personal information or engaging us to provide you with our services, you consent to the collection, use, storage and disclosure of personal information in accordance with this Privacy Policy.

Information Collection and Use

We collect personal information, such as name, address, phone number, email, and financial information from you in order to provide financial advice and services. This information is used to provide personalised financial advice and recommendation in order to meet your financial circumstances and goals.

Why do we collect your Personal Information?

In order to provide you with our financial advice and recommendations for products and services that suit you for your circumstances, needs and objectives, we need to collect your personal information.

We may also collect your personal information on behalf of insurers and other providers of the Products that you may choose to apply for. Product Providers will have their own Privacy Policy that applies to the information that we collect on their behalf.

Under no circumstances do we sell your information or share it with third parties unless permitted by you.

How do we collect your Information?

Generally, we will collect your personal information directly from you.

We may also collect your personal information from:

- product providers; and
- any other person authorised by you.

Information Sharing and Disclosure

We do not sell, rent, or share any personal information with third parties, except as necessary to provide financial services or as required by law. We may disclose your personal information to the following people if we consider it necessary to do so:

- Product Providers and other prospective Insurers third parties or others.
- Referral partners who can assist you with your circumstances and goals.
- Investors or any entity that has an interest in our business or any entity to whom we consider assigning or transferring any of our rights or obligations or selling all or part of our business.
- If we are legally required to share your information, such as regulatory bodies and the Government.
- To auditors to ensure that the services we provided to you are in your best interests.
- Any other person or entity authorised by you.

Prior to disclosing any of your personal information to any other persons or organisations, we will take all reasonable steps to make sure that are compliant with the Act and that the person or organisation has also committed to protecting your personal information at least equal to our commitment.

Do we disclose your Personal Information to anyone outside New Zealand?

We may use cloud storage to store your personal information. The cloud storage and the data centres may be located outside New Zealand.

In order to provide you with our services, we may need to share your information with organisations outside New Zealand, for example, information technology providers based in India or Australia.

Your Rights

You may access and request corrections for any of your personal information that we held at any time.

We will generally rely on you to ensure the information we held about you is accurate. If any of your personal information changes, please contact us as soon as practicable via email info@fglife.co.nz

Security

We take the security of our users' personal information seriously and use appropriate physical, technical and administrative safeguards to protect it from unauthorised access, use, or disclosure. This includes encryption, secure servers, and firewalls.

Updates to Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We encourage you to review this policy periodically for any updates.

Your Confidence in Our Advice

Your satisfaction is very important to us and we have procedures in place to resolve any concerns promptly and fairly.

Our Complaints Procedure

If you're unhappy with the advice you receive or other aspects of our service, please follow the steps outlined below.

1. Please let your financial adviser know so we can act on it immediately.
2. If your adviser has not satisfactorily resolved your complaint, please contact our compliance team on:

	Phone	02102403078
	Email	complaints@fglife.co.nz
	In Writing to	FG Life, 430 Unster Street, Beerescourt, Hamilton 3200

If we cannot resolve the issue to your satisfaction, we will refer it to our external independent dispute resolution service, the Financial Dispute Resolution Service (FDRS). The FDRS does not charge a fee to investigate or resolve a complaint. You can contact FDRS by:

	Phone	0508 337 337
	Email	enquiries@fdrs.org.nz
	Post	Freepost 231075, PO Box 2272, Wellington 6140

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