

FINANCIAL ADVISER DISCLOSURE STATEMENT

Name of Financial Adviser: Danielle Pamela Lyons
Trading As: Crème Northcrest Insurance Ltd
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It is important that you read this document

It will help you (the client) make an informed decision whether I as a financial adviser that gives advice for products, are suitable for your needs and whether to seek, follow or accept the financial advice I give. This Disclosure Statement is required under the Financial Markets Conduct (Regulated financial Advice Disclosure) Amendment Regulations 2020.

What sort of adviser am I?

I am a Registered Financial Adviser (RFA) that gives advice on behalf of Crème Northcrest Insurance Ltd who is a licensed Financial

Adviser Provider by the Financial Market Authority of New Zealand (FMA) <https://www.fma.govt.nz/>. Financial Services Legislation Amendment Act 2019 requires Crème Northcrest Insurance Ltd to hold a current license for Advisers to provide Financial Advice Services to you the Client.

To view my registration and Crème Northcrest Insurance Ltd license go to the Financial Service Providers Register <https://fspregister.companiesoffice.govt.nz/> and search our Financial Service Provider (FSP) number FSP773251 or click on the link

<https://app.companiesoffice.govt.nz/fsp/app/ui/fsp/version/searchSummaryCompanyFSP/FSP773251>

As a Licensed Financial Advice Provider, we have standard conditions on our license, these conditions are not specific to Crème Northcrest Insurance Ltd and does not limit or restrict Advice that may be given.

What financial advice can we provide to you?

I can give financial advice on Insurance Products for Commercial and Domestic Clients.

Our Insurance product providers are Insurance business in New Zealand that are licensed under the Reserve Bank under section 19 of the Insurance (Prudential Supervisor) Act 2010. The Insurers have a financial strength rating from an approved rating agency. To view the Insurer ratings click on the link: <https://www.rbnz.govt.nz/regulation-and-supervision/insurers/licensing/register>.

Crème Northcrest Insurance Ltd's insurance product providers 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.

Limitations and Restrictions

I am committed to providing my clients with good financial advice that is suitable for my client's needs. I only provide financial advice on Insurance Products.

Crème Northcrest Insurance Ltd, Unit 138N Harris Road, East Tamaki, Auckland

Email: enquiries@cremeinsurance.co.nz

How do we act with Integrity?

To ensure that I prioritise your interests above my own, I follow an advice process that ensures recommendations are made on the basis of your individual goals and circumstances. I complete annual and ongoing training about how to manage conflict of interests and a register of interests is maintained. Crème Northcrest Insurance Ltd monitors these registers and provides additional training where necessary. Crème Northcrest Insurance Ltd performs an annual review of the compliance programme.

You should be aware there are potential conflicts of interest that you the Client may need to take into consideration when you decide to seek and accept financial advice from us, I will make you aware of any conflicts when giving advice.

How do we get paid for the financial advice and Products that we provide to you?

Crème Northcrest Insurance Ltd and I do not receive any commission or other incentives for giving Financial Advice. However, Crème Northcrest Insurance Ltd and I do receive a commission when the client accepts our financial advice and purchases an insurance policy. The commission is paid by the Insurer (product provider's) for the insurance business on each insurance policy that you purchase. The commission is paid to us after the placement of any policy and at each renewal of that policy. This commission will be between the range of 0-30% of the insurer portion (total premium of the Insurance Policy less government levies and taxes). Any changes to the policy during the insurance term will also incur a commission at the same percentage rate as stated at the placement of the policy and is applied once again to the insurer portion of the charge.

NZbrokers Management Limited

Northcrest Insurance Brokers Limited is a member of NZbrokers Management Limited, NZbrokers Management Limited provides services such as IT, education, training, technical insurance product and claims support and group member benefits to Northcrest Insurance Brokers Limited. When a client accepts our financial advice as your adviser and purchases a policy, NZbrokers may receive a service fee or technology fee from the Product Provider.

Financial Adviser Remuneration

I receive an annual salary that may include bonuses based on client service performance and achievement of Company goals.

What fees do we charge?

We charge a fee of 5% (Min: \$200) of the 'Policy Charge' noted on the invoice. We will advise you of this fee at the time we provide you with advice on the placement and/or renewal of any insurance policies we place on your behalf. When presented with the 'Policy Charge', this figure is inclusive of the 5% fee. The fees we charge are for our service, placement, implementation, claims support and administration of the insurance policies that you choose to accept and purchase. The total fees payable may increase with the number of insurance policies that you choose to purchase. The fees are payable by you and are due by the effective date of the policy which is on the invoice.

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Cancellation Fees

The majority of our time is involved with the placement of your policy. In the event you cancel your insurance policies with us, we maintain the right to retain any commission and/or fees and offset these against any refund owed to you. We may also, at our discretion, charge a cancellation fee for our administrative time incurred in cancelling your

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policies. If applicable, we will disclose to you, at the time of cancellation, the amount of any retained commission and/or fees and/or cancellation fee charged.

How can you depend on the Advice you receive?

Crème Northcrest Insurance Ltd has not been subject to any other reliability events that would influence you the client in deciding whether to seek or obtain advice from me as your adviser.

We value complaints:

We want to demonstrate our commitment to providing a high-quality service to our customers. Our aim to behave in a way that does not cause complaints. However, things can and do go wrong.

A complaint is, “an expression of dissatisfaction made to [FSP] or to a person engaged by [FSP], relating to our financial advice service (including any regulated financial advice given to a retail customer by [FSP] or on [FSP's] behalf), or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected. A complaint includes a complaint about a failure to provide a service or give advice”.

All staff are responsible for identifying and responding to complaints in the first instance and directing customers to our internal complaints process if the complaint cannot be resolved. We see complaints as an important part of our customer feedback and business improvement process.

To ensure the efficient and effective handling of your complaint we have a

- a) complaints policy [link to policy]
- b) internal complaint handling process [link to process]
- c) complaint review process

If we are not able to resolve your complaint through our internal complaint process, you can refer your complaint to the [Insurance & Financial Services Ombudsman Scheme \(IFSO Scheme\)](#).

[FSP Name] is a Participant of the IFSO Scheme. The IFSO Scheme provides a free, independent dispute resolution service to consumers. You can contact the IFSO Scheme by:

Email: info@ifso.nz

Website: www.ifso.nz or [make an online complaint](#).

Freephone: 0800 888 202

Address: P O Box 10-845, Wellington 6143

Conflicts of Interest

It is possible that a conflict of interest may arise from time to time. One example of this is when one insurer may pay us a commission for placing an insurance product that is not equal to the same product offered by a different insurer. In this instance, there would be a conflict of interest as an incentive arises whereby our commission may differ dependant on the insurer we choose. To ensure that our financial advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances. All our financial 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. Crème Northcrest Insurance Ltd

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monitors these registers and provides additional training where necessary. Crème Northcrest Insurance Ltd performs an annual review of our compliance programme. Please note that we have identified a higher commission from Star Underwriting agents than is standard in Motor Vehicles but this does not effect where we choose to place your cover.

What are the duties of your Adviser?

As a financial adviser I give financial advice to clients on Crème Northcrest Insurance Ltd's behalf. When giving advice I must:

- Hold a Level 5 New Zealand Certificate in Financial Services
- Maintain competence, knowledge and skills for giving financial advice by completing continuing professional development.
- Abide by the Code of Professional Conduct for Financial Services and have Ethical behaviour, good conduct and provide client Care. <https://www.mbie.govt.nz/assets/a96d1b4800/code-of-professional-conduct-forfinancial-advice-services.pdf>
- Listen to you the client carefully to discover their needs.
- Recommend products or services that meet the client needs and explain why.
- Give clear and concise communication.
- Protect client information.
- Give priority to the client's interests when giving financial advice.

Who licenses and regulates us?

The Financial Markets Authority. You can report information about us to the Financial Markets Authority at:

<https://www.fma.govt.nz/contact/> or email questions@fma.govt.nz but if you want to complain you should use our dispute resolution procedures described under How to make a Complaint? And What to do if you are not satisfied after making a complaint?



SIGNED BY: DANIELLE PAMELA LYONS THIS DISCLOSURE STATEMENT WAS PREPARED ON: 14 FEBRUARY 2021