

## DISCLOSURE INFORMATION

The following information provides you with an important overview of Pine Financial (2010) Ltd (“Pine Financial”), our duties to you, fees, and how we manage complaints.

### Licence Status

Pine Financial (2010) Ltd, FSP723251, trading as Pine Financial, holds a Financial Service Provider licence issued by the Financial Markets Authority.

Pine Financial employs one adviser, David Walter Pine, FSP number 642689.

At Pine Financial we provide advice to our clients about their general insurance needs, in relation to domestic general insurance, such as house, contents, landlords, motor vehicle and boat insurance, as well as commercial general insurance, such as commercial property, business interruption, commercial motor, marine, liability, professional indemnity and cyber insurance.

In providing our services to you, we are required by law to:

- \*Exercise care, diligence and skill
- \*Give priority to your interests
- \*Meet particular levels of competence, knowledge and skill
- \*Meet standards of ethical behaviour, conduct and client care.

When providing our advice, we access a wide range of general insurance products from various general insurance providers in both the local and overseas market.

### Fees, expenses, or other amounts payable

Pine Financial does not charge any fees for providing financial advice, or for arranging, altering or cancelling your general insurance program. For general insurance placements, our nationwide group, Insurance Advisernet New Zealand Ltd (“Insurance Advisernet”), may charge an administration fee for processing insurance premiums. If this fee is to be charged, you will be advised at the time the financial advice is provided. For more information about Insurance Advisernet, please see the section below.

In some circumstances we may recommend another service provider to assist us in providing appropriate financial advice. These providers can include property valuers, property surveyors and motor vehicle valuations. These providers will charge a fee for the work they do. We require them to advise you of any related fees and charges prior to having them commence any work on your behalf.

## Our Duties to you

We believe in delivering the most appropriate advice, built upon our four core business pillars, Trust, Advice, Choice and Value.

We are bound by duties under the Financial Markets Conduct Act 2013. We are required to:

- Meet certain standards of competence, knowledge and skill, as required by the Code of Professional Conduct for Financial Advice Services (Code of Conduct). The Code of Conduct has been designed to ensure that we have the relevant expertise to provide you with financial advice.
- Take reasonable steps to ensure that you understand the nature and scope of the advice we give you and let you know if there are any limitations on the advice we provide. This will help you ensure that the advice provided meets your goals and objectives.
- Give priority to your interests, by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
- Exercise a prudent level of care, diligence and skill.
- Meet certain standards of ethical behaviour, conduct and client care as required by the Code of Conduct. These are designed to ensure that we treat you as we should, and to give you suitable advice.
- Not offer or recommend a financial product that contravenes the Act or related regulations. This gives you peace of mind that the products we recommend are compliant with relevant laws.
- Make certain disclosure information available to you, at certain times, for example: when we first make contact with one another, or when we provide advice to you. We must not provide false, misleading or incomplete information.

You can access the Code of Professional Conduct for Financial Advice Services [here](#)

## Conflicts of interest: commissions or other incentives

Pine Financial has spent many years forging relationships with local and international insurance providers. The benefits of these relationships are seen every day by giving our clients outstanding choice, competitive pricing and coverage options, and policy support services.

Pine Financial is paid a commission from the general insurance product provider, when arranging insurance with them on your behalf. The amount of commission received varies. It is calculated as a percentage of the insurance premium you pay, usually between 5% and 20% of the amount you pay.

Pine Financial may also receive indirect benefits such as business lunches, tickets to sporting and/or cultural events, corporate promotional merchandise and other unquantifiable minor benefits.

We recognise that the above commissions and incentives may create conflicts of interests for Pine Financial as your financial adviser. To manage these conflicts, we follow an advice process that ensures our recommendations are made on the basis of your financial goals and circumstances. We undergo training about how to manage conflicts of interest. We undertake compliance audits, and annually audit our conflict of interest compliance framework.

If you prefer, we may rebate all or some of our commissions to you, and charge you a fee instead, based on the nature of the service we provide.

### **Complaints & Disputes Process**

If you are not fully satisfied with the services provided by Pine Financial, please contact David Pine directly.

David acts as our complaints officer. He will follow a formal process, starting with acknowledgement of your complaint in writing. He will examine your complaint in an open and transparent manner and endeavour to resolve your complaint fairly and in a timely manner.

If we are unable to resolve your complaint, you may refer it to Financial Disputes Resolution Service (FDRS) of which Pine Financial is a member. FDRS is an approved independent dispute resolution scheme which handles complaints against financial service providers. FDRS is free to consumers and its decisions are binding on Pine Financial (but not on you.) Further information about FDRS can be found on their website: [www.fdrs.org.nz](http://www.fdrs.org.nz)

### **Contact Details**

David Pine (FSP642689) can be contacted at:

Phone: 021 610 083

Email: [david@ownboss.co.nz](mailto:david@ownboss.co.nz)

Address: 28 Glide Lane, Whitby, Wellington 5024

Please click [here](#) to download a copy of this information.

### **Our Group: Insurance Advisernet NZ ("IANZ")**

We are proud to be members of Insurance Advisernet NZ, a group of some 65 owner-operated fire and general broker businesses spread throughout New Zealand. IANZ has its own Code of Conduct which members are required to adhere to, thus providing you with an

additional layer of protection. If you would like to find out more, please visit [www.insuranceadvisernet.co.nz](http://www.insuranceadvisernet.co.nz)