

## FINANCIAL ADVICE PROVIDER PUBLICLY AVAILABLE DISCLOSURE

### LICENCE STATUS AND CONDITIONS

Greenwich New Zealand Limited (FSP718792, trading as Greenwich), is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

The Financial Markets Authority have not imposed any conditions on the transitional licence held by Greenwich New Zealand Limited.

### NATURE AND SCOPE OF ADVICE

Greenwich and our financial advisers provide advice to our clients about their Life Insurance and Health Insurance. We only provide financial advice about products from certain providers. We work with the following companies:

#### For Life Insurance

- AIA
- Resolution Life
- Asteron Life
- Chubb
- Fidelity Life
- Partners Life

#### For Health Insurance

- AIA
- Chubb
- nib
- Partners Life
- Southern Cross
- Unimed

As part of our fact find, we will ask about your existing Life and Health Insurance policies so we can consider them when analysing your situation and providing advice. When providing you with financial advice, we will only consider existing Life & Health Insurance policies that you have disclosed to us. We will not provide advice on existing whole of life or endowment products, so you will need to consult a specialist if you would like advice on those products.

### FEES AND EXPENSES

Greenwich does not charge fees, expenses or any other amount for the financial advice provided to its' clients.

### CONFLICTS OF INTEREST, COMMISSIONS AND OTHER INCENTIVES

Greenwich and our financial advisers received commission from the providers on whose products we recommend. If you decide to take out a Life or Health Insurance policy based on our recommendations, the insurer will pay a commission amount based on the premium you pay. More detail on the commission is provided at the time our advice is given.

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

To ensure that we prioritise our clients' interests above our own, Greenwich and our financial advisers follow an advice process that ensures our recommendations are based on the clients' objectives, needs and circumstances.

Greenwich manage conflicts of interest by:

- Providing annual training to all financial advisers on managing conflicts of interest
- Maintaining and monitoring registers of conflicts of interest, gifts and incentives we receive
- Avoiding any production requirements for on product provider
- Having access to a range of product providers
- Using third party product research as part of our analysis
- Undertaking regular internal audits of our advice process.
- Having our processes audited annually by a reputable compliance adviser

## COMPLAINTS HANDLING AND DISPUTES RESOLUTION

If you are not satisfied with our financial advice service, you can make a complaint by:

Emailing us at [info@greenwich.co.nz](mailto:info@greenwich.co.nz)  
Calling us on 021 337 939  
Writing to us at 6 Browning Street, Grey Lynn, Auckland 1021

When we receive a complaint, we will consider it following our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we are unable to resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Services Complaints Limited. Financial Services Complaints Limited is a free, independent approved disputes resolution scheme that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction.

You can contact Financial Services Complaints Limited by:

Emailing [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)  
Calling 0800 347 257  
Writing to PO Box 5967, Wellington 6140

## DUTIES

Greenwich, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

### **Give priority to clients interest**

- All our financial advisers follow our conflicts of interest policy which ensures we act with integrity, give priority to your interests and our advice isn't materially influenced by our own interest.
- Ensuring you understand the nature and scope of service you have asked me to provide
- Our six step advice process ensures we provide recommendations that are relevant to the agreed scope of service and suitable to your needs.

### **Exercise care, diligence and skill**

- To ensure Greenwich and our financial advisers exercise care diligence and skill, we follow our six step advice process, which is regularly audited.
- Our six step advice process ensures we understand your situation and are able to make recommendations that are suitable for your needs.
- When providing recommendations, our financial advisers will provide clear, written recommendations. We will explain key features and any limitations of the recommendation, ensuring you understand the financial advice.

### **Meet standards of competence, knowledge and skill**

- All our financial advisers follow our professional development policy which requires them to regularly undertake continued professional development.
- Ensure our financial advisers have an up to date understanding of the regulatory framework for financial advice in New Zealand.
- All our financial advisers hold the required qualifications to demonstrate that they meet this standard of competence, knowledge and skill.

**Comply with code of conduct standards of ethical behaviour, conduct and client care**

- All our financial advisers must treat clients fairly, act with integrity, give financial advice that is suitable, ensure that our clients understand the financial advice and protection client information.
- Greenwich provide ongoing training in line with our policies to ensure all our financial advisers are equipped to comply with the code of conduct.

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>

**CONTACT DETAILS**

Greenwich New Zealand Limited (FSP718792, trading as Greenwich) is the Financial Advice Provider.  
Nick Hall (FSP72561, Nicholas Bruce Hall) is a financial adviser and is giving advice on behalf of Greenwich.

**You can contact Nick Hall and Greenwich by:**

Emailing us at	<a href="mailto:info@greenwich.co.nz">info@greenwich.co.nz</a>
Calling us on	021 337 939
Writing to us at	6 Browning Street, Grey Lynn, Auckland 1021

