

aibGROUP Insurance Limited Important Information about us



Who are we?

Financial Advice Provider:	aibGROUP Insurance Limited
Trading names:	aibGROUP Insurance Ltd
FSPR number:	FSP33101
Telephone number:	0800 237 437
Address:	22 Kings Crescent, Lower Hutt 5045
Email address:	feedback@aibgroup.co.nz
Website:	www.aibgroup.co.nz

It is important that you read this information

It will help you (the client) make an informed decision about whether we (aibGROUP Insurance Limited) can assist you in relation to providing financial advice.

What sort of advisers are we?

aibGROUP Insurance Limited is a financial advice provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Blackmore Insurance Services Limited, Charlton Quinn General Limited (FSP761212) and Tarpley Insurance Limited are trading as aibGROUP Insurance Limited (FSP33101).

What financial advice can we provide to you?

aibGROUP Insurance Limited and our financial advisers only give financial advice on insurance products for commercial and domestic clients. See the [list of insurers](#) we use.

What fees do we charge?

We may charge clients fees for financial advice. We will tell you what the fee is before you accept any advice from us or our financial advisers.

The fees we charge are for our service, placement, implementation and administration of the insurance policies you purchase. The total fees payable vary with the type of insurance cover and the companies used. In addition to our fees, there are government levies and insurance policy fees. These are itemised on the policy invoice.

Conflicts of interest and commissions

To ensure that we and our advisers prioritise your interests above our own, we follow an advice process that ensures recommendations are made on the basis of your individual goals and circumstances. Our advisers complete annual and ongoing training about how to manage conflicts of interest and a register of interests is maintained. We monitor these registers and provide additional training where necessary. We perform an annual review of our 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 or our advisers, we will make you aware of any conflicts when giving advice.

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

aibGROUP Insurance Limited and our advisers receive commission when you accept our financial advice and purchase an insurance policy.

The commission is paid to us and our advisers by the insurer. It can be between the range of 9-25% of the insurer portion (total premium of the Insurance Policy less government levies and taxes).

NZbrokers Management Limited

We are a member of NZbrokers Management Limited. It provides services such as IT, education, training, technical insurance product and claims support and group member benefits to us. When a client purchases a NZbrokers policy, we may receive a service fee or technology fee from the Product Provider.

How to make a Complaint

If you are dissatisfied with either a product or the financial advice service you received, please tell us as soon as possible. Our contact details are on page 1. If you would like more information on our complaints process, please follow this link <http://aibgroup.co.nz/complaints-compliments>

When we receive a complaint:

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we 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 whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints process, you can contact our external disputes resolution scheme, Financial Services Complaints Limited (FSCL). FSCL provides a free and independent dispute resolution service that may help to resolve your complaint if we haven't been able to do so to your satisfaction. To contact FSCL:

Call: 0800 347 257

Email: complaints@fscl.org.nz

Write to: PO Box 5967, Wellington 6140

Website: <http://www.fscl.org.nz/>

What are our Adviser's duties?

aibGROUP Insurance Limited and our advisers have duties under the Financial Markets Conduct Act 2013 relating to the way we give financial advice. We are required to:

- give priority to your interests
- exercise care, diligence, and skill
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.

A written copy of this information is available upon request.

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