

Welcome to Advance Insurance Services Limited

Version 2.0 Effective from August 2024

*Important information that you might like to know about
us before we begin our journey together.*

Licence Status and Conditions

Advance Insurance Services Limited (FSP:766272) holds a licence issued by the Financial Markets Authority to provide financial advice.

Nature and Scope of the Financial Advice Given

Advance Insurance Services Limited provides advice to our clients about General Insurance to cover Business, Rural and Domestic requirements.

Insurance Products	Business, Farm, Home & Contents, Vehicle, Marine, Travel, Public Liability & Cyber
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We only provide financial advice about products from certain insurance providers:

General Insurers	NZI, ANDO, Vero, QBE, AIG, Chubb
Specialist Insurers	DUAL, Protecsure, NMI, Delta, Rosser Underwriting, Mecon, Star Insure, Classic Cover, TLC

No fees, Expenses or Other Amounts Payable for our Financial Advice

Advance Insurance Services Limited does not charge any fees, expenses or any other amounts for financial advice given to you.

Conflicts of Interest and Commissions or Other Incentives

Advance Insurance Services Limited and the financial adviser receive commission from the insurance companies on whose policies we give advice. If you decide to take out insurance, the insurer will pay a commission to Advance Insurance Services Limited and your financial adviser. The amount of the commission is based on the amount of the premium.

To ensure that our financial advisers prioritise the client's interest above their own, we follow an advice process that ensures our recommendations are made on the basis of the client's goals and circumstances.

All our financial advisers undergo annual training about how to manage conflicts of interest. We also undertake a periodic compliance review by a reputable compliance consultancy firm.

Internal Complaints Process

If you have a problem, concern, or complaint about any part of the financial advice you have received from us, you may contact us using any of the following means:

- **In writing:**

Complaints Officer
Advance Insurance Services Limited
40 Belmont Road, Paeroa, 3600

- **By telephone:** 07 862 7887
- **By email:** smikkelsen@xtra.co.nz

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 can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Services Complaints Limited.

Dispute Resolution Process

If our internal complaints process does not resolve your complaint to your satisfaction, you can contact our external independent dispute resolution scheme. This service is free to you and may help investigate or resolve the complaint.

We are a member of the Financial Services Complaints Limited's approved dispute resolution scheme. You can contact the Financial Services Complaints Limited at:

Financial Services Complaints Limited

Level 4, Sybase House, 101 Lambton Quay, Wellington 6011

Telephone: 0800 347 257 (freephone if within New Zealand) or
+64 4 472 3725 (if calling outside New Zealand)

Postal: P O Box 5967, Wellington 6140

Email: complaints@fscl.org.nz

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

Our Duties

Advance Insurance Services Limited, 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 your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests
- Exercise care, diligence, and skill in providing you with advice
- 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 advice)
- Meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should, and give you suitable advice).

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>.

The Code of Conduct standards can be read here: <https://www.fma.govt.nz/assets/assets/code-of-professional-conduct-for-financial-advice-services.pdf>.

Contact Details

Advance Insurance Services Limited (FSP766272) is the Licensed Financial Advice Provider.

You can contact us at:

Advance Insurance Services Limited

40 Belmont Road, Paeroa, 3600

Phone: 07 862 7887

Email: smikkelsen@xtra.co.nz

Website: <https://advanceinsurance.co.nz/>

This information is available in writing upon request