

## PUBLIC DISCLOSURE

Financial Doctors Limited (FSP425786) is an authorised body under NZ Financial Services Group Limited. NZFSG (FSP286965) holds a Financial Advice Provider licence issued by the Financial Markets Authority (FMA).

### Nature and Scope of the Advice

Financial Doctors Limited provides advice to clients on Life Insurance, Health Insurance, Income Protection, Trauma Insurance, Total Disablement Insurance, Mortgage Repayment Insurance, Business Risk Insurance (Key Person Insurance, Business Buy/Sell Insurance).

We also provide advice to clients about their Mortgages and Personal Loans (e.g., Fixed rate, variable rate, revolving credit, Low doc etc), Bridging loans, Reverse mortgage, Construction Loans, Home loan packages offered by various lenders.

### Our Product Providers

- Mortgages and Loans:

ANZ, ASB, BNZ, Westpac, Sovereign Home Loans, SBS Bank, Cooperative Bank, ASAP, Avanti Finance, Cressida Capital, DBR, First Mortgage Trust, Liberty Financial, Resimac, Select and Southern Cross Partners.

- Life and Risk Insurance:

Fidelity Life, AIA, Partners Life, Cigna, and Asteron.

- Health Insurance:

Partners Life, AIA, Accuro and NIB.

We do not provide advice in relation to general insurance policies (House, Contents, Car insurance or Travel Insurance).

In providing you with financial advice, 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 or Expenses

- In most cases **Financial Doctors Limited** is paid by way of commission received from the insurer providing the cover that has been placed with it.
- **Financial Doctors Limited** does not charge fees, expenses or any other amount for any financial advice provided to its clients.

## Conflicts of Interest and Incentives

Financial Doctors limited receives commissions from the providers on whose products we give financial advice (Insurers).

If you decide to take out insurance advice, the provider will pay a commission to Financial Doctors Limited and to your financial adviser.

The amount of commission is based on the amount of the insurance premium. From time to time, product providers may also 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 our financial advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made based on 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.

Financial Doctors Limited monitors these registers and provides additional training where necessary. Financial Doctors Limited performs an annual review of our compliance programme.

### Complaints Handling and Disputes Resolution.

If you are not satisfied with our financial advice service, you can make a complaint by emailing [amitesh.singh@financialdoctors.co.nz](mailto:amitesh.singh@financialdoctors.co.nz) or by calling: 0274 828 057.

You can also write to us at: 7 Commodore Drive, Mt Roskill, Auckland 1041.

### When We Receive a Complaint:

- 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 cannot, 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 cannot resolve your complaint, or you are not satisfied with the way we propose to do so, you can contact [Financial Services Complaints Limited \(FSCL\)](#) on 0800 347 257.

FSCL provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint to your satisfaction.

You can contact FSCL Disputes Resolution Scheme by emailing [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz) or by calling: 0800 347 257. You can also write to them at: PO Box 5967, Wellington 6140.

## Duties Information

Financial Doctors 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 is not 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>.

*This Public Disclosure was last updated in October 2021.*