



PRESTIGE INSURANCE DISCLOSURE

Disclosure Information

The following information provides you with an important overview of Prestige Insurance Broker Services Limited, our duties to you, fees and how we manage complaints.

Licence Status and Conditions

Prestige Insurance Broker Services Limited, FSP508046, trading as Prestige Insurance, holds a financial advice providers licence issued by the Financial Markets Authority.

Nature and Scope of Advice

Prestige Insurance provides advice to our clients about their general insurance needs. Our financial advisers provide financial advice in relation to:

Domestic general insurance including but not limited to

- House
- Contents
- Landlords
- Motor Vehicle
- Boat Insurance
- Commercial General Insurance, including but not limited to :
 - Commercial Property
 - Business Interruption
 - Commercial Motor
 - Marine
 - Liability
 - Professional Indemnity
 - Cyber Insurance.
- Life and Disability Insurance, including but not limited to:
 - Life
 - Medical
 - Commercial Group Schemes
 - Key Person
 - Debt Protection
 - Total and Permanent Disability

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

We may charge a fee for the advice given to you and for implementing that advice. If a fee is to be charged it will be based on the amount of work and time required to provide and implement our advice and will be shown on our invoice to you, payable on payment of your premium. The amount of any fee will be disclosed either at the time we know the scope and nature of the advice required or when we provide our advice to you.

Premium funding products enable you to pay the insurance premium over the term of your policy by instalments rather than as one amount. Premium funders charge interest and they take a power of attorney over your insurance policy, this means they have the ability to cancel your insurance policy if you fail to pay an instalment. If you enter into such an arrangement the premium funder will pay us a commission as a percentage of the amount they fund. The amount of this commission, will be disclosed to you when we know the scope and nature of the advice required and whether you intend to utilise the services of a particular premium funder. Commission will be paid to us directly from the premium funder.

Conflicts of Interest and Commissions or Other Incentives

Prestige Insurance will receive commission from the insurance companies on whose policies we give advice. If you decide to take out a policy, the insurer will pay us commission based on the premium that you pay. We are a member of Steadfast NZ Limited (Steadfast). Steadfast supplies technology platforms, management, marketing, professional, technical, and buying benefits and services to support us in providing our financial advice services.



A financial adviser may have a conflict of interest in circumstances where financial advice has been provided to two clients who later have a dispute, including in respect of liability. In this instance the adviser would clearly disclose the conflict of interest to the clients and would refer one of these clients to another of our financial advisers for further advice and assistance.

We manage all conflicts of interest, ensuring our financial advisers prioritise your interests above their own, by following an advice process that ensures our recommendations are made on the basis of your needs and circumstances. All of our financial advisers complete training to understand and manage conflicts of interest. We maintain a register of conflicts of interests and any gifts and other incentives that we may receive. We review our compliance programme annually.

Complaints & Disputes Process

If you are not fully satisfied with the services provided by Prestige Insurance, please contact your financial adviser or Prestige Insurance directly.

Prestige Insurance's complaints officer will formally acknowledge your complaint in writing and will endeavour to resolve your complaint fairly and in a timely manner. Please click here for more details on Prestige Insurance's complaints handling process.

Duties

Prestige Insurance and our financial advisers are bound by the following duties under the Financial Markets Conduct Act 2013 to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code of Conduct), which form part of the wider regulatory regime for financial advice and ensure we have the expertise necessary to provide you with advice; and
- Give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by our own interests or the interests of any other person connected with the giving of advice; and
- Exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances; and
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct, to treat you as we should and to provide you with suitable advice.

Contact Details

Prestige Insurance Broker Services Limited [FSP508046] holds a financial advice provider licence issued by the Financial Markets Authority.

You can contact us at:

Phone: 09 2758888

Email: compliance@prestigeinsurance.co.nz

Address: 31 Aintree Avenue, Mangere, Auckland 2022