

NEW VISION FINANCIAL SERVICES FINANCIAL ADVISER PROVIDER PRIMARY DISCLOSURE

Updated: 15 August 2023

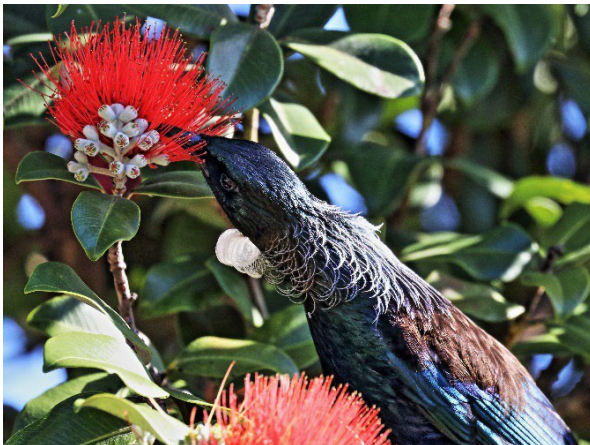
LICENCING INFORMATION

New Vision Financial Services Limited (FSP716151) holds a Class 2 Licence issued by the Financial Markets Authority on 20 May 2022; to provide financial advice.

NATURE AND SCOPE OF THE ADVICE

Our Financial Advisers provide advice to our clients about their Life and Health insurance and KiwiSaver needs.

We only provide advice about products from certain providers:



For Life Insurance we work with 6 companies – **AIA New Zealand, AMP, Asteron Life, CHUBB Life, Fidelity Life and Partners Life**. This includes Personal and Business Owner Insurance covers along with Group Schemes.

For Medical Insurance we work with 5 companies – **Accuro, AIA New Zealand, NIB, Partners Life and Southern Cross**. This includes company Group Schemes and retail products.

For KiwiSaver we work with 2 companies – **Booster and Generate**.

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

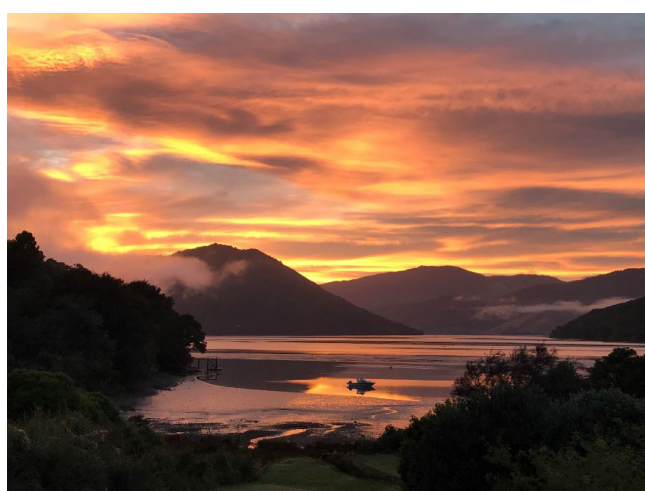
New Vision Financial Services **does not** charge fees, **however may** charge a fee for the financial advice provided to the client where a client cancels a life or health insurance policy within two years of inception. Whether a fee will be charged and the manner in which it will be charged will be advised when the advice is provided to the client. This fee will be payable by the client by the 20th of the month after the

policy is cancelled.

CONFLICTS OF INTEREST

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

For KiwiSaver, New Vision Financial Services will also receive commissions from Booster or Generate.



To ensure that our financial advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances. All our financial advisers undergo annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance programme is undertaken annually by a reputable compliance adviser.

COMPLAINTS HANDLING AND DISPUTE RESOLUTION

If you are not satisfied with our financial advice service, you can make a complaint by emailing Glen on glen@nvi.nz or by calling 021 684130. You can also write to us at: PO Box 92, Havelock 7150.

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 resolving it. We may need to contact you to get further information about the 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 Disputes Resolution Service.





Financial Disputes Resolution Service provides a free, independent dispute resolution service 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 Disputes Resolution Service by emailing enquiries@fdrs.org.nz or calling them on 0508 337-337. You can also write to them at: Freepost 231075, PO Box 2272, Wellington 6140.

DISCIPLINARY OR RELIABILITY

Reliability Events: I have not been subject to a reliability event. A reliability event is something that might materially influence you in deciding whether to seek advice from us. As an example, it would include legal proceedings against any of our advisers or if anyone had been discharged from bankruptcy in the last four years;

Disciplinary history you should be aware of: None. Nada. Zero. Zip. Zilch. There have been no professional indemnity insurance or negligence claims, disputes resolution actions, or disciplinary actions. **Ever.**

DUTIES INFORMATION

New Vision Financial Services, 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); and,
- 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 <http://www/fma.govt.nz>



CONTACT DETAILS

New Vision Financial Services (FSP716151) is a Financial Advice Provider.

You can contact us at:

Phone: 021 684-130 (Glen)

Email: glen@nvi.nz

Postal: PO Box 92, Havelock 7150

