

VERCOE INSURANCE BROKERS CLIENT SERVICE STANDARDS

Our commitment

To provide Financial Advice for Insurance Products to our Clients in accordance with the Standards for the Code of Professional Conduct for Financial Advice Services for Ethical Behaviour, Conduct and Client Care. Our Financial Advice provides good outcomes for our Clients.

What is a Client Service Standards Statement?

A Client Service Standards Statement helps to define what a client can expect from Vercoe Insurance Brokers and how it should be delivered. The Statement covers each Standard within the Code. The Client Service Standards Statement will give clear expectations for good conduct and culture which deliver good client outcomes. This table includes our internal process that is undertaken and the expectation for all of our Advisors.

Below is a table showing our commitment to our clients whilst complying with the code and real examples:

Key:

	The Standards for the Code of Professional Conduct for Financial Advice Services
	The Client Service Standards Statement wording
	An explanation for what is our Advisers will do when giving Financial Advice

"The Code"		"What we Mean"
Standards	Client Commitments	Internal Statement
STANDARD 1 <i>Treat Clients Fairly</i> <i>Respect</i>	We will listen carefully to you and together we will discover your needs.	We always focus on the clients' needs, asking probing questions to discover the true need. We will use the appropriate resources and templates to help facilitate the discovery process. We will be respectful and will not discriminate or make any assumptions.
STANDARD 2 <i>Act with Integrity</i>	We will only recommend products or services that meet your needs. We are open and transparent.	We will focus our efforts on recommending products that meet needs. We will not seek to upsell products that are not required or appropriate. We will act honestly and professionally.
STANDARD 3 <i>Give Advice that is suitable</i>	We will explain to you why we recommend any product or service before you purchase.	We will take the time to explain why we are recommending a product or service and confirm that the client understands how that product or service meets their needs.
STANDARD 4 <i>Ensure that the Client understands the Financial Advice</i>	Our communication will be clear and concise, and it will outline our discussions and agreements. We will not make assumptions.	We will produce a confirmation letter upon agreement of the products and services that will form part of the renewal or new business offer. This letter will outline any recommendations not taken up by the client. We will give all clients the opportunity to ask any questions.
STANDARD 5 <i>Protect Client Information</i>	We will always provide a disclosure statement about your advisor and Vercoe Insurance Brokers We will protect the information you give us, and only use it for the reasons we collected it.	We will have our disclosure documents up to date on our website, linked on our emails and referred to in any advice summary or offer of insurance. We are bound by the Privacy Act for the management of personal information. We take all reasonable steps to keep your personal information safe. For a copy of our full privacy policy visit: https://www.vercoes.co.nz/assets/pdf/Privacy-Policy.pdf