

## FINANCIAL ADVISER DISCLOSURE STATEMENT

### Who am I?

**Name of financial adviser:** Lisa Hawke

**Financial service provider:** Vercoe Insurance Brokers

**Telephone number:** 07 888 5550

**Address:** 67 Broadway, Matamata

**Email address:** [lisahawke@vercoes.co.nz](mailto:lisahawke@vercoes.co.nz)

**Website:** [www.vercoes.co.nz](http://www.vercoes.co.nz)

### It is important that you read this information

It will help you (**the client**) make an informed decision whether I as a financial adviser that gives advice for products, are suitable for your needs and whether to seek, follow or accept the financial advice I give. This Disclosure Statement is required under the Financial Markets Conduct (Regulated financial advice Disclosure) Amendment Regulations 2020.

### What sort of adviser am I?

I am a Registered Financial Adviser that gives advice on behalf of Vercoe Insurance Brokers who is a licensed Financial Adviser Provider by the Financial Market Authority of New Zealand (FMA) <https://www.fma.govt.nz/>. Financial Services Legislation Amendment Act 2019 requires Vercoe Insurance Brokers to hold a current license for Advisers to provide Financial Advice Services to you the Client.

To view my registration and Vercoe Insurance Brokers license go to the Financial Service Providers Register <https://fsp-register.companiesoffice.govt.nz/> and search our Financial Service Provider (FSP) number FSP35503, or FSP90201 to see my individual registration.

As a Licensed Financial Advice Provider we have standard conditions on our license, these conditions are not specific to Vercoe Insurance Brokers and does not limit or restrict Advice that may be given.

### What financial advice can we provide to you?

I can give financial advice on Insurance Products for Commercial and Domestic Clients.

Our Insurance product providers are Insurance business in New Zealand that are licensed under the Reserve Bank under section 19 of the Insurance (Prudential Supervisor) Act 2010. The Insurers have a financial strength rating from an approved rating agency. To view the Insurer ratings click [here](#).

Vercoe Insurance Broker's insurance product providers are required to have financial strength ratings with a minimum of **A-** and above. When you receive a quote from us you will be supplied the current strength ratings for the product providers that we have quoted for. If you accept the financial advice, we will supply a current rating for the product provider that you have selected.

### Limitations and restrictions

I am committed to providing my clients with financial advice that is suitable for their needs. I only provide financial advice on Insurance Products.

## How do we get paid for the financial advice and Products that we provide to you?

### **Commission Earned**

#### ***Fire & General Insurance Products***

Vercoe Insurance Brokers **do not** receive any commission or other incentives for giving Financial Advice. Vercoe Insurance Brokers **does** receive commission (brokerage) when you, the client accepts our financial advice and purchases an insurance policy. The commission is paid to Vercoe Insurance Brokers by the Insurer (product provider) based on each insurance policy that you purchase. The commission only applies to the company premium and natural disaster premium portion of the total premium (which ranges between 0 – 24%) and excludes any fire emergency levies, EQ levies or other government charges.

### **Policy Administration Charges and Fees**

We may charge a policy administration charge and/or broker fee. We will disclose in a quote what the fee is and we will display these charges on your policy invoice. These are only payable by you, the client when our advice is followed, accepted and the insurance policy is purchased. The fees we charge are for our service, placement, implementation, and administration of the insurance policies that you choose to accept and purchase. The total fees payable may increase with the number of insurance policies that you choose to purchase. Fees may be received alternately or in addition to commission.

The fees are payable by you and are due by the effective date of the policy which is on the invoice.

### How do we act with Integrity?

To ensure that I prioritise your interests above my own, I follow an advice process that ensures recommendations are made on the basis of your individual goals and circumstances. I complete annual and ongoing training about how to manage conflict of interests and a register of interests is maintained. Vercoe Insurance Brokers monitors these registers and provide additional training where necessary. Vercoe Insurance Brokers performs an annual review of the compliance programme.

You should be aware there may be potential conflicts of interest that you the Client may need to take into consideration when you decide to seek and accept financial advice from us, I will make you aware of any conflicts when giving advice.

### **NZbrokers Management Limited**

Vercoe Insurance Brokers is a member of NZbrokers Management Limited, NZbrokers Management Limited provides services such as IT, education, training, technical insurance product and claims support and group member benefits to Vercoe Insurance Brokers. When a client accepts our financial advice as your adviser and purchases a policy NZbrokers may receive a service fee or technology fee from the Product Provider.

### How can you depend on the Advice you receive?

I have not been subject to any other reliability events that would influence you the client in deciding whether to seek or obtain advice from me as your adviser.

### How to make a Complaint

I take my service responsibility to you seriously. If you have a problem, concern or you are dissatisfied with either a product or financial advice service that has been provided by Vercoe Insurance Brokers or myself and you require action to be taken please tell us so that we can attempt to resolve the issue. To make a Complaint please follow this link <https://www.vercoes.co.nz/contact> which will give details on our Complaints Process and how to make a Complaint.

If a complaint is received, Vercoe Insurance Brokers will approach all complaints with an open mind, listen and treat each complainant as an individual and with courtesy and respect. We will promptly acknowledge the complaint at the

earliest possible opportunity and make every attempt will be made to resolve your complaint in a timely manner, with staff escalating as necessary to Senior Management or Complaints Manager.

You will receive a written decision, remedies and resolution as soon as practicable.

#### **What to do if you are not satisfied after making a Complaint**

If you feel your complaint is not resolved to your satisfaction using the Vercoe Insurance Brokers complaints process, or you are unsatisfied with the response or resolution, you can contact **Financial Services Complaints Ltd. FSCL** is a dispute resolution scheme of which we are a member of. This service is free to you and is an independent service that will help investigate or resolve the complaint. You can click on this link to find out how to make a complaint to Financial Services Complaints Limited <http://www.fscl.org.nz/complaints/how-make-complaint>

*You can contact FSCL at:*

**Postal Address: P.O. Box 5967, Wellington 6145**

**Email: [info@fscl.org.nz](mailto:info@fscl.org.nz)**

**Telephone: 0800 347 257**

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

#### **What are my duties as an adviser?**

As a financial adviser I give financial advice to clients on Vercoe Insurance Brokers behalf, when giving advice I must:

- Hold a Level 5 New Zealand Certificate in Financial Services
- Maintain competence, knowledge and skills for giving financial advice by completing continuing professional development.
- Abide by the Code of Professional Conduct for Financial Services and have Ethical behaviour, good conduct and provide client Care <https://www.mbie.govt.nz/dmsdocument/3207-code-of-professional-conduct-for-financial-advice-services-presentation-pdf>
- Listen to the client carefully to discover their needs
- Recommend products or services that meet their needs and explain why
- Give clear and concise communication
- Protect client information
- Give priority to the client's interests when giving financial advice
- Please see below a link to our Client Service Standards, also found on our website <https://www.vercoes.co.nz/info/downloads/>

#### **Who licenses and regulates us?**

The Financial Markets Authority. You can report information about us to the Financial Markets Authority at: <https://www.fma.govt.nz/contact/> or email [questions@fma.govt.nz](mailto:questions@fma.govt.nz) but in the first instance if you want make a complaint you should use our dispute resolution procedures described under '**How to make a Complaint?**' And '**What to do if you are not satisfied after making a complaint?**'.

**This disclosure statement was prepared on 30<sup>th</sup> September 2022**