



Christchurch Insurance Brokers

Public Disclosure

In this page, 'we', 'us' and 'our' means Christchurch Insurance Brokers (CIB).

Licence Status and Conditions

Canterbury Insurance Brokers Limited t/a Christchurch Insurance Brokers holds a Class 2 Financial Advice Provider licence, issued by the Financial Markets Authority, to provide financial advice. To view our licence, go to the Financial Service Providers Register website and search our Financial Service Provider (FSP) number FSP1009413

We are licensed as a Financial Adviser Provider by the Financial Market Authority of New Zealand (FMA) <https://www.fma.govt.nz/>.

As a licensed Financial Adviser Provider, we have the following specific conditions on our license that limit and restrict the advice we may give.

- **Conditions:** None
- **Limits & Restrictions:** None

Nature and Scope of the Advice

CIB Insurance and our advisers provide financial advice on Life and Health insurance products. CIB Insurance does not provide advice on existing Endowment, Whole of Life, Investment or Investment Linked products.

Our Insurance product providers are Insurance businesses 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.

CIB Insurance Limited recommends Insurance product providers who have a minimum financial strength rating of A-. If the only insurance solution available is with an insurance product provider who has a financial strength rating below A- then we will advise you of this and ask you to confirm in writing you have received disclosure of the financial strength rating and consent to the insurance being arranged with that Insurer.

We have access to most insurance markets in New Zealand (excluding direct Insurers) along with access to overseas markets as required. A list of the types of insurance we can provide financial advice on can be found on **Appendix 1**, and the product providers who provide such insurance products can be found here on **Appendix 2**. The specific types of insurance that individual advisers can advise customers on may vary.

Trustworthiness History

No CIB Insurance advisors or the entity has been subject to a reliability event.

A reliability event is something that might materially influence you in deciding whether to seek advice from CIB Insurance, and may include:

- convicted of civil or criminal proceedings or regulatory action (in NZ or overseas) in relation to financial markets legislation, overseas law that regulates the supply of any financial services, any dealing in financial products
- publicly disciplined in last 5 years (Financial Advisor Act or disciplinary committee) discharged of bankruptcy (in NZ or overseas) in the 4 years before giving this advice
- convicted of a crime relating to dishonesty in the past 5 years

Our Duties

To ensure we prioritise your interests above our own, we follow an advice process that ensures our recommendations are made based on your goals and circumstances. We 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, and our compliance program is reviewed annually.

Our recommendations are not influenced by any conflicts of interest, and this is peer reviewed.

CIB Insurance advisers give financial advice to clients on CIB Insurance's behalf. When giving advice, our advisers are bound by the following duties under the Financial Markets Conduct Act 2013 to:

- Abide by the Code of Professional Conduct for Financial Services and have Ethical behaviour, good conduct and client care provided by the code. To view this, refer to the FMA website www.fma.govt.nz
- Hold a New Zealand Certificate in Financial Services (Level 5) or equivalent qualification.
- Maintain competence, knowledge and skills for giving financial advice by completing continuing professional development.
- Give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by my own interests or the interests of any other person connected with the giving of advice
- Exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances
- Listen to the client carefully to discover their needs, recommend products that meet the client needs and explain why.
- Give clear and concise communication.
- Protect clients' information.

To ensure our advisors prioritise your interests above that of CIB Insurance, advisers follow a 6-step advice process that ensures recommendations are made based on your individual goals and circumstances. This process includes:

1. Establishing and defining the relationship
2. Gathering client data
3. Analysing & evaluating financial status
4. Developing and presenting recommendations
5. Implementing the plan recommendations
6. Monitoring the plan recommendations and ongoing service

This is only a summary of the duties that we have. More information is available by contacting us.

Conflicts of Interest, Commissions or Other incentives

CIB 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.

Complaints

If you are unhappy with our financial advice service, please contact your financial adviser so they can try to put things right. You can notify us if you have a complaint by any means you choose, either verbally, by telling us, or by writing to us setting out your complaint.

When we receive your complaint, the person you complain to will initially consider it and attempt to resolve the complaint with you. This will normally be the person you were dealing with at our organisation. If on this first contact, the complaint cannot be resolved to your satisfaction, the person you have initially complained to will escalate the complaint to his manager. This will happen within five working days of the complaint being notified to us. Once the complaint has been received by the manager, that person will contact you. The manager will again attempt to resolve the complaint to your satisfaction. It is important that you provide this person with all relevant information. If the manager cannot resolve the complaint to your satisfaction, the manager will refer you to our external dispute resolution provider.

There may be cases in which you do not feel comfortable discussing your concerns with the person who you were dealing with. This may be because it is that person's conduct that is in question. That should never prevent you from making a complaint. You should feel free to contact the complaints manager of our organisation who is Matt Jensen 027-3000-323. That person will be happy to deal directly with you and to investigate and attempt to resolve your complaint.

If we are unable to resolve your complaint within 30 working days to your satisfaction, you may contact Financial Dispute Resolution Service (FDRS). This is a free, independent dispute resolution service, who may help investigate or resolve your complaint.

You can contact FDRS at level 4, 142 Lambton Quay, Wellington 6011, ph 0508 337 337 & enquiries@fdrs.org.nz

Appendix 1 - Products

- ✓ Employee Benefits (Life)
- ✓ Health / Medical
- ✓ Key Person
- ✓ Income Protection
- ✓ Mortgage Protection
- ✓ Life
- ✓ Share Purchase (Life)
- ✓ Trauma
- ✓ Total & Permanent Disability

Appendix 2 - Insurers

- AIA New Zealand Limited
- Asteron Life Limited
- Fidelity Life Assurance Company Limited
- NIB NZ Limited
- Partners Life Limited
- Southern Cross Medical Care Society