

DISCLOSURE STATEMENT - IMPORTANT INFORMATION ABOUT US

Important FMA licencing information:

Getting The Balance Right Limited (GTBRL) (FSP689291) trading as Balance Advisors is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Our office contact details:

Trading name:	Balance Advisors
Physical Address:	11B James Street, Whangarei
Postal Address:	PO Box 834
Telephone number:	09 394 2952 and 022 393 7887
Email address:	lee@balanceadvisors.co.nz
This disclosure statement was prepared on:	01 March 2024

Nature and scope of the advice:

Our financial advisor provides financial advice in relation to these financial advice products.

- Personal life, sickness and disability insurance needs and products.
- Health/Medical insurance needs and products.
- Business life, disability and group insurance needs and products.
- KiwiSaver and managed funds.

We can source products from the following companies:

For Life & Business Risk Insurances

- AIA
- Asteron
- Chubb
- Fidelity Life
- Partners Life

For Health / Private Medical Insurance

- AIA
- Partners Life
- Accuro (health insurance only)
- NIB (health insurance only)
- Southern Cross (health insurance only)

For KiwiSaver and Managed Funds

- NZ Funds, Generate and Select Wealth

We do not provide advice on existing whole of life or endowment products, unit linked insurance and insurance bonds so you will need to consult a specialist if you would like advice on those products.

Fees or expenses:

The actual fee charged to you will depend on the nature and scope of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed and explain how they are payable.

Below are the types of fees that may apply:

The fees charged for our advice and services may be based on a set dollar amount and/or an hourly charge rate of \$165+ gst based fee.

Our agreed advice and service fees may include charges for initial advice, and ongoing or annual advice and services.

Commissions:

For services in relation to Insurance protection and KiwiSaver, commissions may be paid to GTBRL by the product provider as follows:

Initial commission – a percentage (40-240%) of the value of your insurance premiums, paid on the issuing of a policy.

Ongoing commission – a percentage (8-25%) of the value of your annual premiums, usually calculated at the end of each month on renewal of insurance products.

Note: GTBRL receives the commissions. Our financial advisors are salaried employees or independent contractors.

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Conflicts of interest and incentives:

We are here to advise and assist our clients as best we can. Your interests are our priority, although we do have business relationships with product providers also. From time to time our product providers assist us with funding so we can bring our advisors together for conferences and professional development training. We may give a gift and incentives for a referral; any gift or incentive for a referral would be \leq to percentage of commission received. GTBRL at its discretion from time to time does provide an independent contracting administration service.

How we manage any conflicts of interest

- To ensure our advisors prioritise our clients' interests:
- We follow an advice process that ensures our recommendations are made appropriately, based on client's information provided, goals and situation.
- All our advisors undergo annual training about how to manage conflicts of interest.
- We maintain registers of conflicts of interests and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review.

Our duties and obligations to you:

GTBRL and our advisors have duties under the Financial Markets Conduct Act 2013 relating to the way we give advice.

We are required to:

- Give priority to your interests.
- Exercise care, diligence and skill.
- Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services.
- Meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.

Complaints handling and dispute resolution:

It is our intention to provide the best possible service and advice we can for our clients and will do our best to try and resolve any complaint received as quickly and effectively as possible. If you are not satisfied with our service or financial advice, please tell us as soon as possible so that we can try and resolve this for you to the best of our ability.

You can make a complaint by emailing support@balanceadvisors.co.nz or by calling: 0800 120 449. You can also write to us at PO Box 834, Whangarei 0140. Your complaint will be handled by our complaints officer.

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 to resolve it. We may need to contact you to get further information about your complaint. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to 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.

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If we cannot agree how to resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Service Complaints Limited (FSCL).

FSCL 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 Service Complaints Limited
Address:	PO Box 5967, Lambton Quay, Wellington 6145
Telephone number:	0800 347 257
Email:	complaints@fscl.org.nz

Contact details:

GTBRL (FSP689291) trading as Balance Advisors is the Financial Advice Provider. You can contact us at:

	Balance Advisors
Phone:	0800 120 449
Email:	support@balanceadvisors.co.nz
Address:	11B James Street Whangarei 0110

A written copy of this information is available upon request.