

# MultiSure Limited - Disclosure Statement

## Who are we?

Name of Financial Advice Provider: **MultiSure Limited**  
Telephone Number: **0800 287 287**  
Address: **Level 3, 54 Wellesley Street, Auckland 1010**  
Website: <https://www.multisure.co.nz/>

It is important that you read this information

It will help you (**the Client**) make an informed decision whether we (**MultiSure**) and our adviser's financial advice and products are suitable for your needs and whether to seek, follow or accept the Financial Advice. This Disclosure Statement is required under the Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020.

## What sort of Advisers are we?

We are a Financial Advice Provider authorised by the Financial Market Authority of New Zealand (FMA) <https://www.fma.govt.nz/>. Financial Services Legislation Amendment Act 2019 requires us to hold a current license for our Advisers to provide Financial Advice Services to our Clients.

To view our license go to the Financial Service Providers Register:

<https://fsp-register.companiesoffice.govt.nz/>

and search our Financial Service Provider (FSP) number **MultiSure Limited FSP34527**. As a Licensed Financial Adviser Provider, we have Standard Conditions on our license, these conditions are not specific to us and does not limit or restrict Advice that may be given.

*Currently our license is a transitional license granted by the FMA and in effect from 15<sup>th</sup> March 2021 and valid for two years or until our Full license application is completed and granted.*

## What Financial Advice can we provide to you?

MultiSure Limited and our advisers give Financial Advice on Insurance Products for Retail and Commercial Clients.

Our Insurance product providers are Insurance businesses in New Zealand that are licensed by 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 on the link <https://www.rbnz.govt.nz/regulation-and-supervision/insurers/licensing/register>.

MultiSure insurance product providers are required to have financial strength ratings with a minimum of **B++** 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

MultiSure Limited is committed to providing our clients with good financial advice that is suitable for our client's needs. We only provide financial advice on Insurance Products.

## How do we get paid for the Financial Advice and Products that we provide to you?

MultiSure and our Advisers **do not receive** any commission or other incentives for giving **Financial Advice**. MultiSure **does receive** commission when the client accepts our financial advice and purchases an insurance policy. The commission is paid by the **Insurer** (product provider's) for the insurance business on each insurance policy that the Client purchases. **The commission is paid to us and can be between the range of 0% - 24% of the insurer portion (total premium of the Insurance Policy less government levies and taxes).**

*NZbrokers Management Limited*

We are 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 us. 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.

## What fees do we charge?

We may charge clients fees for financial advice. We will tell you what the fee is before you accept any advice from us or our Advisers. We will charge fees that are 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.

The fees are payable by you and are due by the effective date of the policy which is on the invoice. Our Payment terms are also clearly itemised and is on our website under Terms of Trade.

### **How do we act with Integrity?**

To ensure that we and our advisers prioritise your interests above our own, we follow an advice process that ensures recommendations are made based on your individual goals and circumstances. Our advisers complete annual and ongoing training about how to manage conflict of interests and a register of interests is maintained. We monitor these registers and provide additional training where necessary. We perform an annual review of our 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 or our advisers, we will make you aware of any conflicts when giving advice.

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

We have not been subject to any reliability events that would influence you the Client in deciding whether to seek or obtain advice from us or our Adviser's.

### **How to make a Complaint?**

If you have a problem, concerns or you are dissatisfied with either a product or financial advice service that has been provided by us or one of our Advisers and you require action to be taken please tell us so that we can help and fix the issue. To make a complaint please visit our website which will give details on our Complaints Process and how to make a complaint.

If a complaint is received by us, we will approach the issue 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 the Complaints Manager. You will receive a written decision, remedies, and resolution as soon as practicable after we have decided the outcome.

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

If you feel your complaint is not resolved to your satisfaction using our complaints process, or you are unsatisfied with the response or resolution, you can contact the **Insurance and Financial Services Ombudsman Scheme Inc. (IFSO Scheme)** who we are a member of. This service **will cost you nothing** and is an independent service that will help investigate or resolve the complaint. You can use this link to find out how to make a complaint to the IFSO: <http://www.ifso.nz/make-a-complaint>

You can contact (IFSO) at:

**Postal Address:** P.O. Box 10845, Wellington 6143  
**Email:** [info@ifso.nz](mailto:info@ifso.nz)  
**Telephone:** 0800 888 202  
**Website:** <http://www.ifso.nz>

### **What are our Advisers duties?**

Our Advisers give financial advice to clients on MultiSure's behalf. When giving advice all our Advisers must:

- Hold a Level 5 New Zealand Certificate in Financial Services, (*upon being granted a Full license by FMA*)
- 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/assets/a96d1b4800/code-of-professional-conduct-for-financial-advice-services.pdf>
- Listen to the client carefully to discover their needs.
- Recommend products or services that meet the client 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 Statement found on our website.

### **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 if you want to complain 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: March 15th 2021**