

## Financial Adviser Disclosure Statement

### **Who am I?**

Name of Financial Adviser: Rebecca Opie  
Financial Advice Provider: Hurford Parker Insurance Brokers Limited  
Address: 106 Lyndon Road West, Hastings  
Telephone Number: 06 876 0513  
Email Address: [rebecca@hpi.co.nz](mailto:rebecca@hpi.co.nz)  
Website: [www.hurfordparker.co.nz](http://www.hurfordparker.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 on 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 Financial Adviser that gives advice on behalf of Hurford Parker Insurance Brokers Limited who is a licensed Financial Advice Provider by the Financial Market Authority of New Zealand (FMA) <https://www.fma.govt.nz/>. Financial Services Legislation Amendment Act 2019 requires Hurford Parker Insurance Brokers to hold a current license for Advisers to provide Financial Advice Services to you the Client.

To view my registration and Hurford Parker Insurance Brokers Limited's license, go to the Financial Service Providers Register <https://fsp-register.companiesoffice.govt.nz/> and search our Financial Service Provider (FSP) Number FSP37162 for me FSP774173.

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

### **What Financial Advice can I provide to you?**

I can give Financial Advice on Insurance Products for Commercial and Domestic Clients.

Our insurance products 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 on the link <https://www.rbnz.govt.nz/regulation-and-supervision/insurers/licensing/register>.

Hurford Parker Insurance Brokers Limited 's 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:**

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

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

Hurford Parker Insurance Brokers Limited and I, **do not receive** any commission or other incentives for giving Financial Advice. Hurford Parker Insurance Brokers Limited **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 0-30% of the insurer portion (total premium of the Insurance Policy less government levies and taxes).**

**For Life/Personal Risk Insurance, initial commission can be between the range of 120% and 220% of the annual premium (minus fees and levies) for life and protection products and between 30% and 50% for health products. We will also receive ongoing commission of 10% and 30% for the life of the product(s) placed and 5% and 15% for health products.**

**Hurford Parker Insurance Brokers may charge a fee for the financial advice provided should you cancel your life or health within 2 years of the policy being put in place. What the fee will be will be discussed when the advice is provided to the client. This fee will be payable by the client by the 20th of the month after cancellation.**

*NZbrokers Management Limited:*

Hurford Parker Insurance Brokers Limited 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 us. When a client accepts our financial advice as their 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 client 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.

**A maximum of 5% of the insurer company premium and/or natural disaster premium can be charged. If we are to charge more than the maximum 5% this will be advised to you.**

**A minimum Broker Service Charge of \$55.00 + GST per policy invoice will apply to Domestic Lines and a minimum of \$65.00 + GST per policy will apply to Commercial and Rural policies. For any endorsements throughout the renewal period a \$20.00 + GST Broker Service Charge will apply per policy 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. Hurford Parker Insurance Brokers Limited monitors these registers and provides additional training where necessary. Hurford Parker Insurance Brokers Limited performs an annual review of our compliance programme.

You should be aware there are 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.

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

I have not been subject to any 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?**

If you have a problem, concern or you are dissatisfied with either a product or financial advice service that has been provided by Hurford Parker Insurance Brokers Limited or myself, and you require action to be taken, please tell us so that we can help and fix the issue. To make a complaint please follow this link <https://hurfordparker.co.nz/wp-content/uploads/2022/08/Complaints-Handling-Policy-Updated-02.03.2021.pdf> which will give you details on our Complaints Process and how to make a Complaint.

If a complaint is received, Hurford Parker Insurance Brokers Limited will approach all complaints with an open mind, listen and treat each complainant as an individual and the courtesy and respect. We will promptly acknowledge the complaint at the earliest possible opportunity and make every attempt 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 after Hurford Parker Insurance Brokers Limited 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 the Hurford Parker Insurance Brokers Limited's complaints process, or you are unsatisfied with the response or resolution, you can contact **Financial Services Complaints Limited (FSCL)**. FSCL is a dispute resolution 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 click on this link and find out how to make a complaint to Financial Services Complaints Limited <https://fscl.org.nz/about-us/complaints/how-to-make-a-complaint/>.

*You can contact FSCL at:*

**Postal Address:** PO Box 5967, Wellington 6145  
**Email:** [info@fscl.org.nz](mailto:info@fscl.org.nz)  
**Telephone:** 0800 347 257  
**Website:** <https://fscl.org.nz/>

**What is my duty as an Adviser?**

I give financial advice to clients on Hurford Parker Insurance Brokers Limited's behalf. When giving advice I must:-

- Hold a Level 5 New Zealand Certificate in Financial Services, or equivalent qualification.
- Maintain competence, knowledge and skills for giving financial advice by completing continuing professional development.
- Abide by the Code of Professional Conduct for Financial Advice Services and have Ethical Behaviour, Good Conduct and provide Client Care.  
<https://financialadvicecode.files.wordpress.com/2021/03/codeofprofessionalconduct-march2021.pdf>
- Listen to you the client carefully to discover your needs.
- Recommend products or services that meet the client's needs and explain why.
- Give clear and concise communication.
- Protect client's information.
- Give priority to the client's interests when giving financial advice.

**Who licenses and regulates us?**

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

**This disclosure statement was prepared on: 14<sup>th</sup> November 2023**

## Hurford Parker Insurance Brokers Limited and Hurford Parker Financial Services Limited Disclosure Statement

### **Who am I?**

Name of Financial Advice Provider: Hurford Parker Insurance Brokers Limited and Hurford Parker Financial Services Limited  
Address: 106 Lyndon Road West, Hastings  
Telephone Number: 06 876 0513  
Email Address: [info@hpi.co.nz](mailto:info@hpi.co.nz)  
Website: [www.hurfordparker.co.nz](http://www.hurfordparker.co.nz)

### **It is important that you read this information:**

It will help you, **(the client)** make an informed decision whether **We (Hurford Parker Insurance Brokers Limited and Hurford Parker Financial Services Limited)** 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 licenced Financial Adviser Provider 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 licence, go to the Financial Service Providers Register <https://fsp-register.companiesoffice.govt.nz/> and search our Financial Service Provider (FS) number FSP37162 for Hurford Parker Insurance Brokers Limited and FSP698651 for Hurford Parker Financial Services Limited.

As a Licensed Financial Advice Provider, we have Standard Conditions on our licence, these conditions are not specific to us and does not limit or restrict Advice that may be given.

### **What Financial Advice can we provide to you?**

**We** and our advisers give Financial Advice on Insurance Products for Commercial and Domestic Clients.

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 insurer has 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> .

**We** use Insurance product providers that 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:**

**We** are 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?**

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Hurford Parker Insurance Brokers Limited 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 their adviser and purchases a policy, NZbrokers may receive a service fee or technology fee from the Product Provider.

### **What fees do we charge?**

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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 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?**

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

If you have a problem, concern or you are dissatisfied with either a product or financial advice service that has been provided by us or 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 follow this link <https://hurfordparker.co.nz/wp-content/uploads/2022/08/Complaints-Handling-Policy-Updated-02.03.2021.pdf> which will give you details on our Complaints Process and how to make a Complaint.

If a complaint is received by us, we 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 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 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 **Financial Services Complaints Limited (FSCL)**. FSCL is a dispute resolution 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 click on this link to find out how to make a complaint to Financial Services Complaints Limited <https://fscl.org.nz/about-us/complaints/how-to-make-a-complaint/> .

*You can contact FSCL at:*

**Postal Address:** PO Box 5967, Wellington 6145

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

**Telephone:** 0800 347 257

**Website:** <https://fscl.org.nz/>

**What are our Adviser's duties?**

Our Advisers give financial advice to clients on Hurford Parker Insurance Brokers Limited's and/or Hurford Parker Financial Services Limited's behalf. When giving advice all our Advisers must:-

- Hold a Level 5 New Zealand Certificate in Financial Services, or equivalent qualification.
- Maintain competence, knowledge and skills for giving financial advice by completing continuing professional development.
- Abide by the Code of Professional Conduct for Financial Advice Services and have Ethical Behaviour, Good Conduct and provide Client Care .  
<https://financialadvicecode.files.wordpress.com/2021/03/codeofprofessionalconduct-march2021.pdf>
- Listen to you the client carefully to discover your needs.
- Recommend products or services that meet the client's needs and explain why.
- Give clear and concise communication.
- Protect client's information.
- Give priority to the client's interests when giving financial advice.

**Who licenses and regulates us?**

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

**This disclosure statement was prepared on: 14<sup>th</sup> November 2023**