



## FINANCIAL ADVISER DISCLOSURE STATEMENT

### Who am I?

Name of Financial Adviser: Bernard Cloete  
Financial Service Provider: Bay Insurance Thames Limited  
Telephone Number: 07 868 8388  
Address: 611 Pollen Street, Thames, 3540  
Email address: bernard@bayinsurance.co.nz  
Website: www.bayinsurance.co.nz

### It is important that you read this information

It will help you (**the client**) make an informed decision whether I am a financial adviser that gives advice on products that 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 Bay Insurance Thames Limited, who is a licensed Financial Advice Provider Authorised Body by the Financial Market Authority of New Zealand (FMA) <https://www.fma.govt.nz/>. Financial Services Legislation Amendment Act 2019 requires Bay Insurance Thames Limited to hold a current license for Advisers to provide Financial Advice Services to you the Client.

To view my registration and Bay Insurance Thames Limited's license, go to the Financial Service Providers Register <https://fsp-register.companiesoffice.govt.nz/> and search our Financial Service Provider (FSP) number FSP36703, or click on the link

<https://app.companiesoffice.govt.nz/fsp/app/ui/fsp/version/searchSummaryIndividualFSP/FSP94582.do>

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

As a Licensed Financial Advice Provider Authorised Body, Bay Insurance Thames Limited have the following specific conditions on our license that limit or restrict the advice we may give.

Condition	Limits and restrictions
None	None

### 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 on the link

<https://www.rbnz.govt.nz/regulation-and-supervision/insurers/licensing/register>.

Bay Insurance Thames Limited recommends Insurance product providers who have a minimum financial strength rating 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. If the only insurance solution available is with an Insurance product provider who has a financial strength rating of less than **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.

### 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.

### 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.

### 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. Bay Insurance Brokers Limited monitors these registers and provides additional training where necessary. Bay Insurance Brokers Limited performs an annual review of the 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 do we get paid for the financial advice and Products that we provide to you?

Bay Insurance Thames Limited and I, **do not receive** any commission or other incentives for giving Financial Advice. Bay Insurance Thames Limited and I, **do 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 paid to us and our Advisers varies depending on the type of insurance we arrange.**

**For Fire and General Insurance, commission can be between the range of 0-30% of the insurer portion (total premium of the Insurance Policy less government levies and taxes). We receive the same level of commission when we renew the insurance on our client's behalf.**

**For Life/Personal Risk Insurance, initial commission can be between the range of 0-200% of the insurer's first year's premium, when new insurance is arranged. Some, or all, of this initial commission is repaid to the insurer if the insurance is cancelled within 24 months of its inception. We receive trail commission between 0-35% at each anniversary of the insurance.**

### *NZbrokers Management Limited*

Bay Insurance Thames Limited is a member of NZbrokers Management Limited, who provides services such as IT, education, training, technical insurance product and claims support and group member benefits to Bay Insurance Thames Limited. 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.

I receive an annual salary that may include bonuses based on client service performance and achievement of Company goals.

### 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

If you have a problem, concerns or you are dissatisfied with either a product or financial advice Service that has been provided by Bay Insurance Thames 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://www.bayinsurance.co.nz/contact-us/feedback/> which will give details on our Complaints Process and how to make a Complaint.

If a complaint is received, Bay Insurance Thames Limited 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 our Complaints Manager.

You will receive a written decision, remedies and resolution as soon as practicable after Bay Insurance Thames Limited has 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 Bay Insurance Thames Limited's complaints process, or you are unsatisfied with the response or resolution, you can contact **Financial Services Complaints Ltd (FSCL)**. FSCL is a dispute resolution scheme of which we are a member. 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 <http://www.fscl.org.nz/complaints/how-make-complaint>

You can contact FSCL at:

<b>Postal Address:</b>	<b>P.O. Box 5967, Wellington 6145</b>
<b>Email:</b>	<a href="mailto:info@fscl.org.nz">info@fscl.org.nz</a>
<b>Telephone:</b>	<b>0800 347 257</b>
<b>Website:</b>	<a href="http://www.fscl.org.nz/">http://www.fscl.org.nz/</a>

### What are my duties as an adviser?

As a financial adviser I give financial advice to clients on Bay Insurance Thames Limited's behalf, when giving advice I must:

- Hold a Level 5 New Zealand Certificate in Financial Services, equivalent qualification, or for those advisers registered prior to 15<sup>th</sup> March 2021, be working towards achieving the qualification by 15<sup>th</sup> March 2023
- 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 you 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 clients' information.
- Give priority to the client's interests when giving financial advice.

### 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: 23<sup>rd</sup> September 2021