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# DISCLOSURE DOCUMENT

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2022



## Who We Are

### *Name & Registration Number*

Aynsley and Associates Limited FSP 81001

### *Address*

329 Durham Street North, Christchurch 8041

### *Trading Name(s)*

Aynsley and Associates Ltd. Aynsley Trading Trust

### *Contact Details*

03 374 9955, 021 345 080,  
chris@aynsley.co.nz

## Topics we advise on

Aynsley and Associates are able to advise you on matters relating to the purchase, renewal, and claiming of life and health insurance products which are issued by New Zealand life insurance companies. We hold agencies with the following and can place business with these companies without restriction:

*AIA, AMP, Asteron, Accuro, Fidelity Life, nib, Cigna, Partners Life and Southern Cross.*

This includes life, trauma, permanent disability, income protection and health insurance.

In providing you with financial/insurance advice, we will only consider existing term life, trauma, income protection and health insurance policies (if any). We will not provide advice on existing whole of life or endowment products, so you will need to consult a specialist if you would like advice on those products.

## Topics we do not advise on

Insurance is a very large topic. We are not qualified to advise on general insurance, such as covering your house, contents, cars, boats, pets, travel, public liability, professional indemnity etc. We also do not give any legal, accounting or investment advice. We do not handle any client's money, and do not assist with the arrangement of Mortgages or KiwiSaver products. However, we have a vast network of professionals to whom we regularly refer our clients. If we refer clients to a general insurance broker, we may be paid a commission for the referral.

## Fees or Expenses

Aynsley and Associates does not charge fees, expenses, or any other amount for the implementation of life or health insurance policies on individual clients. Aynsley and Associates may charge a fee for the implementation of a group insurance policy. Whether a fee will be charged and the manner in which it will be charged will be advised when advice is given to the client.

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## Disclosure Statement

We have provided you with a copy of our disclosure statement. This is also publicly available on my website:

<https://www.aynsley.co.nz/disclosure>

## Remuneration

We do not charge you for the advice provided. Instead, if a new insurance policy is placed on your life with an insurance company, we will receive a payment from the insurer which will be paid upon the policy commencing. We will also receive an ongoing payment for the duration of the policy. These payments vary between insurers but are generally exceed 150% of the first year's premium paid upfront, and ongoing commissions are generally between 5-20% of the ongoing premium. The ongoing commissions are affected by the size of the upfront payment. If we refer a client to another insurance broker, we may also receive a commission.

## Conflicts of Interest

As a provider of professional financial advice services, we have a legislative obligation to act in the interests of our clients when making a recommendation. In providing advice to you, should any, actual or potential conflict of interest arise then we undertake to bring any such conflict of interest to your notice so that you may assess the advice objectively.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our recommendations are made on the basis of the client's goals and circumstances. We also undergo annual training about how to manage conflicts of interest. Aynsley and Associates maintain registers of conflicts of interests, and the gifts and incentives we receive. We monitor these registers and provide additional training where necessary. Aynsley and Associates also perform an annual review of our compliance programme.

## Client Responsibilities

It is important and your responsibility to provide us with accurate information during the information gathering phase of our service. If incomplete or inaccurate information is provided, we may not be able to provide advice for you. Without relevant and correct information about your personal, financial, and/or medical situation, there is a chance we deliver advice that is not appropriate for your needs. If you are unsure as to why we need certain information, please do not hesitate to ask us so we can explain.





# PRIVACY STATEMENT

It is understood that any information gathered relating to the capturing of insurance information is personal and we undertake to keep this information confidential and secure. We collect personal information from you, including information about you:

- Name, Contact Information, Location, Billing or Purchase information, Medical History, Financial Statements

We collect your personal information in order to:

- Deliver informed and accurate insurance advice based on your current medical, health, and financial situation.

Besides our staff, we share this information with:

- A product or service provider when implementing any of my recommendations or variations thereof.
- Financial Market Authority (FMA), Compliance advisers, assessors or by any claims investigators who may need access to such information; and
- Other professionals such as solicitors, accountants, finance brokers, financial planners when such services are required to complement this advice and as requested by you.

Providing some information is optional. However, if you choose not to enter or disclose accurate medical documents, we will be unable to get you covered by an insurer.

It is understood that any information gathered is personal and we undertake to keep this information confidential and secure. We keep your information safe as it will be held by us at the adviser's office address detailed 329 Durham Street North, Christchurch, and may be in paper format and/or electronic files and/or may be held remotely in secure electronic storage systems.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you would like to ask for a copy of your information, or to have it corrected, please contact us at [hello@aynsley.co.nz](mailto:hello@aynsley.co.nz).



## Making a Complaint

If you are not satisfied with our financial advice service, you can make a complaint by emailing [hello@aynsley.co.nz](mailto:hello@aynsley.co.nz), or by calling: 03 374 9955. You can also write to us at: Level 3, 329 Durham Street North, Christchurch 8041.

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.
- We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider 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. If you are not satisfied with how we have managed your complaint after you have been through our internal complaints process, there are free and independent dispute resolution services available to you.

If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact the Financial Dispute Resolution Service.

The Financial Dispute Resolution Service can consider most complaints involving financial services providers. This service will cost you nothing and will help us resolve disagreements. Their website can be found here: [www.fdrs.org.nz](http://www.fdrs.org.nz)

If your complaint is about how we handle your personal information, you can also contact the Office of the Privacy Commissioner:

PO Box 10 094  
The Terrace Wellington 6143  
0800 803 909  
[enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz)

## Duties

Aynsley and Associates, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice. We are required to:

- Give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
  - Exercise care, diligence, and skill in providing you with advice.
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- Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice)
  - Meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should, and give you suitable advice).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>.

### **Contact Information**

Aynsley and Associates Ltd (FSP 81001) is the Financial Advice Provider.

Phone: 03 374 9955, 021 345 080

Email: [chris@ainsley.co.nz](mailto:chris@ainsley.co.nz)

