

## Important information about your adviser



My name is **Gurpreet Sandhu** and I am a financial adviser **FSP209145**. I am providing advice on behalf of **Centastone Limited**.

### My contact details:

**Mobile:** 021 474 274

**Freephone:** 0800 543 384

**Email:** [guri.sandhu@centastone.com](mailto:guri.sandhu@centastone.com)

**Website:** [www.centastone.com](http://www.centastone.com)

**Address:** 99 Mackay Drive, Greenhithe, Auckland 0632

### Nature and Scope of financial advice services:

I provide financial advice to clients about their:

- Personal life, sickness and disability insurance needs and products
- Health insurance needs and products
- Business life and disability insurance needs and products
- Employee benefits needs and products
- KiwiSaver needs and products

Insurance providers I may recommend:

- AIA
- Asteron Life
- Chubb Life
- Fidelity Life
- Partners Life
- Accuro (Health Insurance)
- nib (Health Insurance)
- Southern Cross (Health Insurance)

### Fees

For services in relation to Insurance, commission is paid by the provider as follows:

- Initial commission – a percentage of the value of your annual insurance premium.
- Ongoing commission – a percentage of the value of your annual insurance premium on renewal of your insurance product/s.

NB: If you purchase an insurance product and cancel it within 24 months and the product provider requires me to payback the commission I received, then I reserve the right to charge you a cancellation fee equivalent to a reasonable value of the work we have performed in providing that advice. An indication of such a cancellation fee amount will be advised at the time my advice is provided to you.

## **Conflicts of interest and commissions**

We are paid in the form of commission from the Insurance providers we represent and place business with. The amount of the commission we receive depends on the type of product placed.

Typically, we receive an upfront initial commission ranging from 20% to 200% of the premium and an annual ongoing commission between 5% to 30% for every year the premium is in force. We will provide more specific details of these commissions once we have talked to you and understand your needs/at the time our advice is given.

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- All our advisers 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, which allows regular and active management of any conflicts which arise.
- Centastone undertake an annual independent Compliance Assurance Review.

## **Our Internal complaints process**

If you are not satisfied with our service or financial advice, please tell us as soon as possible.

Call: 0800 543 384

Email: [complaints@centastone.com](mailto:complaints@centastone.com)

Write to: PO Box 25936 St Heliers 1740, Auckland

When we receive a complaint:

- We will consider your complaint and let you know how we intend to resolve it. 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, email or letter to let you know whether we can resolve your complaint and how we propose to do so.

## **Our external complaints process**

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints process, you can contact our external disputes resolution scheme, Financial Services Complaints Limited (FSCL). Financial Services Complaints Limited (FSCL) provides a free and independent dispute resolution service that may help to resolve your complaint if we haven't been able to do so to your satisfaction. To contact Financial Services Complaints Limited (FSCL)

Call: 0800 347 257 or 04 472 FSCL (04 472 3725)

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

Write to: PO Box 5967, Lambton Quay, Wellington, 6145

## **Duties information**

Centastone Limited and our advisers 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;
- 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.