

Welcome to Foundation Advice Limited

Version 1.1 Effective from 29 April 2022

Important information that you might like to know about us before we begin our journey together.

LICENSING INFORMATION

Foundation Advice Limited (FSP768191), holds a licence issued by the Financial Markets Authority to provide financial advice.

NATURE AND SCOPE OF THE ADVICE

Foundation Advice Limited provides advice to our clients about their, life insurance, health insurance and KiwiSaver. Our financial advisers provide financial advice in relation to these financial advice products.

We only provide financial advice about products from certain providers:

- For life insurance, we work with AIA NZ, and Partners Life.
- For health insurance, we work with Accuro, AIA NZ, NIB, and Partners Life.
- For KiwiSaver, we work with NZ Funds

In providing you with financial 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, endowment products, investment or investment linked products, you will need to consult a specialist if you would like advice on those products.

DUTIES INFORMATION

Foundation Advice Limited, 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;
- 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 www.fma.govt.nz.

FEES OR EXPENSES

Foundation Advice Limited does not charge fees, expenses or any other amount for the financial advice provided to its clients.

Foundation Advice Limited's advisers are salaried employees and do not receive commission directly from any providers.

HOW WE ARE PAID

Foundation Advice Limited receive commissions from the providers on whose products we give financial advice on (the insurers and KiwiSaver providers).

If you decide to take out insurance or KiwiSaver advice, the provider will pay a commission to Foundation Advice Limited. The amount of commission is based on the amount of the premium or the KiwiSaver balance. These commissions are used to fund the business operating expenses (Rent, Utilities, Salaries, Training and Specialised Systems) and to provide ongoing assistance with financial advice for existing and prospective clients.

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.

HOW WE MANAGE ANY CONFLICTS OF INTEREST AND 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.

All our financial advisers undergo annual training about how to manage conflicts of interest. We maintain registers of conflicts of interests, and have company policies regarding the types and amounts of gifts and incentives we are allowed to receive.

Foundation Advice Limited has a compliance assurance program which includes monitoring the financial advice.

COMPLAINTS HANDLING AND DISPUTE RESOLUTION

If you are not satisfied with our financial advice service you can make a complaint by emailing info@foundationadvice.nz or by calling: 0800 72 22 33. You can also write to us at: 20 Florence Avenue, Orewa, Auckland 0931.

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 15 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 we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact the Insurance and Financial Services Ombudsman Scheme Limited.

Financial Services Ombudsman Scheme Limited provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction.

You can contact Insurance and Financial Services Ombudsman Scheme Limited by emailing info@ifso.nz , or by calling: 0800 888 202. You can also write to them at: PO Box 10-845, Wellington 6143.

CONTACT DETAILS

Foundation Advice Limited (FSP768191) is the Financial Advice Provider.

You can contact us at:

Phone: 0800 72 22 33

Email: info@foundationadvice.nz

Office Address: 20 Florence Avenue, Orewa, Auckland 0931

www.foundationadvice.nz