

COMPANY DISCLOSURE INFORMATION

The following information provides you with an important overview of Penberthy Insurance Limited, our duties to you, fees and how we manage complaints.

LICENCE STATUS AND CONDITIONS

Penberthy Insurance Limited (FSP 31885), trading as Penberthy Insurance & Mortgage Brokers holds a transitional licence issued by the Financial Markets Authority to provide financial advice.

Our licence is subject to the following conditions:

- Maintaining adequate records in relation to the financial advice we give
- Having an internal process for resolving client complaint's relating to our financial advice service

NATURE AND SCOPE OF ADVICE

Penberthy Insurance Limited provides advice about Fire & General Insurance, Life & Medical Insurance and Finance & Mortgage Broking Services.

- **Fire & General Insurance** - Our Financial Advisers provide financial advice in relation to commercial general insurance, such as commercial property, business interruption, commercial motor, marine, liability, professional indemnity and cyber insurance as well as domestic general insurance, such as house, contents, motor vehicle and boat insurance.

When providing our advice, we access a wide range of general insurance products from various general insurance providers in both the local and overseas market.

- **Life & Medical Insurance** - Our Financial Advisers provide financial advice for clients in relation to Personal and Business Insurance, such as Life Cover, Trauma Cover, Permanent Disability Cover, Income Protection & Mortgage Repayment Cover, Medical Cover, Shareholder Protection Cover, Key Person Cover, and Debt Protection.

When providing our advice, we access a wide range of Life and Medical insurance products from various insurance providers in the local market.

- **Mortgage Broking Services** - Our Financial Advisers provide mortgage broking services for clients in relation to purchasing their first home, purchasing investment properties, commercial lending which all include services such as refinancing, bridging finance, tops ups and refixes.

When providing advice, we access a wide range of banks and lenders.

- **Finance Broking Services** - Our Financial Advisers provide finance brokering services for clients in relation to arranging finance for personal, commercial or asset purchases.

When providing advice, we access a wide range of finance companies and lenders.

We do not provide Investment, Kiwisaver, Estate Planning or Tax Advice. You will need to consult a specialist if you would like advice on these products.

FEES OR EXPENSES

Penberthy Insurance Limited may charge a fee for implementing and/or reviewing the advice provided to you.

Penberthy Insurance Limited may charge you a fee, and charges, for providing financial advice, and for arranging, amending or cancelling your insurance / lending requirements.

For general insurance placements, Insurance Advisernet New Zealand may also charge an administration fee for processing insurance premiums.

In some circumstances it may be recommend that another service provider has to assist us in providing appropriate financial advice. These providers can include property valuers, property surveyors, medical professionals, and motor vehicle valuations. These providers will charge a fee for the work they do. We will advise you of any related fees and charges prior to having them commence any work on your behalf.

CONFLICT OF INTEREST AND INCENTIVES

Penberthy Insurance Limited has spent many years forging relationships with local and international insurance/ lending providers. The benefits of these relationships are seen every day by giving our clients outstanding choice, competitive pricing and coverage options and policy support services.

Penberthy Insurance Limited receive commissions from Insurance Companies/Lenders on business we have provided advice and placed.

The amount of the commission received varies as it is calculated as a percentage of the insurance policy premium charged, excluding Government levies, policy fees and GST.

Penberthy Insurance Limited and its Financial Advisers may also receive indirect benefits such as business lunches, tickets to sporting and/or cultural events, corporate promotional merchandise and other unquantifiable minor benefits.

We recognise that the above commissions and incentives may create conflicts of interests for Penberthy Insurance Limited and our Financial Advisers. To manage these conflicts, our Financial Advisers follow an advice process that ensures our recommendations are based on your financial circumstances and needs.

All our Financial Advisers undergo annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance programme annually.

COMPLAINTS HANDLING AND DISPUTE RESOLUTION

If you are not satisfied with the services provided by Penberthy Insurance Limited, please contact your Financial Adviser or you can make a complaint directly by emailing complaints@penberthy.co.nz or by calling 09-486 1175 and speaking with the Complaints Officer.

Penberthy Insurance Limited's Complaints Officer will formally acknowledge your complaint in writing and will endeavour to resolve your complaint fairly and in a timely manner. Please click [here](#) for more details on Penberthy Insurance Limited's complaints handling process.

DUTIES INFORMATION

Penberthy Insurance Limited and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that they give advice.

We believe in delivering the most appropriate advice, built upon our four core business pillars, Trust, Advice, Choice and Value.

We are bound by duties under the Financial Markets Conduct Act 2013 (Act),

We are required to:

- Meet certain standards of competence, knowledge and skill, as set by the Code of Professional Conduct for Financial Advice Services (Code of Conduct). These have been designed to ensure that we have the relevant expertise to provide you with advice.
- Take reasonable steps to ensure that you understand the nature and scope of the advice we give you and let you know if there are any limitations on the advice we provide. This will help you ensure that the advice provided meets your goals and objectives.
- Give priority to your interest, by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
- Exercise a prudent level of care, diligence and skill.
- Meet certain standards of ethical behaviour, conduct and client care as required by the Code of Conduct. These are designed to ensure that we treat you as we should and give you suitable advice.
- Not offer or recommend a financial product that contravenes the Act or related regulations. This gives you peace of mind that the products we recommend are compliant with relevant laws.
- Make certain disclosure information available to you, at certain times, for example when advice is provided. We must not provide false, misleading or incomplete information.

For further information on the Financial Markets Conduct Act 2013, please visit the FMA website [here](#).

CONTACT DETAILS

Penberthy Insurance Limited (FSP 31885), trading as Penberthy Insurance & Mortgage Brokers is the Financial Advice Provider (FAP).

You can contact us at:



Phone: 09 486 1175 or 0800 736 237



Address: 31 Northcroft Street, Takapuna, Auckland

Should you wish to contact one of our Financial Advisers directly, please click [here](#) to access Our Team.

Penberthy

INSURANCE & MORTGAGE BROKERS

 31 Northcroft Street, Takapuna, Auckland 0622

 09 486 1175 | 0800 736 237

 www.penberthy.co.nz