



A little bit about us and what we do...

Advisor Company: Portfolio Partners (NZ) Limited
FSP Number: 718051
Trading As: PPNZL

PO Box 235, RANGIORA 7400
Niche Shared Space, Level 1, 210 High Street, RANGIORA 7400
021 277 7121 | daniel@ppnzl.co.nz



Who We Are

Portfolio Partners NZ Ltd. (FSR 718051) holds a licence issued by the Financial Markets Authority to provide financial advice. Daniel Cropp (FSP116126) is authorised by that licence to provide financial advice. Portfolio Partners NZ Ltd, and anyone who gives financial advice on our behalf have duties under the Financial Markets Conduct Act 2013 relating to the way we give advice. We are required to:

- At all times put you the clients' interests first by taking all reasonable steps to ensure our recommendations and advice is not influenced by our own interests.
- Exercise due care, skill, and diligence in providing you with advice.
- Meet standards of competence, knowledge and skill set out 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.

This is only a summary of the duties we have. More information can be had by either contacting us or by visiting the Financial Markets Authority website at <http://www.fma.govt.nz>.

What We Do

Portfolio Partners is a privately owned and operated company that specialises in advice on personal and business risk management, implementing various specific insurance products based on Life, Health and Disability covers both personal and business.

Portfolio Partners provides expertise to the self-employed and small business owners on their ACC levy and compensation structures, providing a financial risk plan based on the key revenue generating people of the business. Portfolio Partners also gives advice around asset and income protection, estate planning and business succession planning and Kiwi Saver providers.

Who We Work With

Portfolio Partners only provide financial advice from specific and certain providers.

For **Life and Disability Insurances** we work with four life insurance companies. **Partners Life, Asteron Life, Fidelity Life, Cigna Life**

For **Private Medical Insurance** we work with two health insurance providers. **Partners Life, NIB**

For **Kiwi Saver** class advice we only work with one provider. That provider is **NZ Funds**

We also give advice on and work with New Zealand Accident Compensation Corporation. 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 or endowment products. If you need advice on these products you will need to consult a specialist in this area.

How We Get Paid

Portfolio Partners does not charge you the client at any time for any of the services we provide.

PPNZL and our financial advisers receive commissions from the providers on whose products we give advice on, i.e. insurers and kiwisaver providers. If you decide to take out insurance or kiwisaver advice the provider will pay a commission to PPNZL and PPNZL then shares that commission with your financial adviser. The amount of commission is based on the type of insurance and the amount of premium you pay or the kiwisaver balance. From time to time, product providers may also reward us for the overall business we provide to them. This may come in the form of ticket to certain events, hampers, or other gifted incentives.

To ensure that our financial advisers prioritise our clients' interest above their own, we follow an advice process that ensures our recommendations are made on the basis of each clients' individual goals and circumstances. All our financial advisers undergo regular training on how to manage conflicts of interest. We keep a register of conflicts of interest and PPNZL regularly review these incentives to ensure they comply and do not influence in any way our advice process.



Protecting what's important to you

How We Work

In order to give the best advice possible to our clients we follow an established and accepted process which ensures that accurate and appropriate advice is given. That process is outlined below:

- **1st Appointment** – Introduction, discussion, and completion of “fact find” in order to complete Statement of Advice.
- **2nd Appointment** – Presentation of Statement of Advice, discuss completed plan and make any changes that may be needed. Discuss recommendation with your accountant or other professional adviser where appropriate.
- **3rd Appointment** – Decide on implementation and complete application relevant to the cover recommended to be submitted to the Life Insurance Company and/or ACC.
- Complete any outstanding underwriting requirements including blood tests, GP or Specialist examinations in a timely manner.
- Sign off on terms and complete method of payment in order to have policies issued in a timely manner. Set policy start date for new cover to commence.
- Complete any cancellation letter relating to any old policies being replaced and forward same for actioning. New policy documents will arrive to you by post.
- The next appointment will be a review appointment usually about 24 months' time after the commencement of the policy or sooner if circumstances change.

Should you apply for insurance to replace existing cover, you will be fully informed of any changes. The cover will not be replaced unless you agree to the changes in terms or conditions applied. A replacement business form will be completed and signed, and a copy will be available upon request.

What We Need You to Do

Any advice provided as a result of our Fact Find can only be as good as the information received from you, so we ask that you provide all the information we request. Without relevant and correct information about your personal, financial and/or business situation we run the risk of giving advice that may not be appropriate to your needs. If you are uncertain as to why we need certain information, please ask so that we can explain. When applying for insurance through Portfolio Partners and completing the application forms it is imperative to provide all the information on your health to the best of your knowledge, whether you think it pertinent or not. Non-disclosure could result in the decline of a claim in the future or amended terms being applied to the policies.

There may be further requirements the insurance company need from you while they undergo their underwriting process by way of medical examinations or tests. We ask that these requirements be done in a timely manner as requested, so that the process may be completed in the best interest of all concerned.

Privacy Act

It is understood that any information gathered for our needs analysis is personal and we undertake to keep this information confidential and secure.

The Privacy Act 1993 gives you the right to request access to and correction of your personal information. Information provided by you and/or any authorised agent, will be used by Portfolio Partners and any member of our staff for the purpose of providing advice to you and any also be used by any:

- product or service provider when implementing our recommendations.
- compliance officer, assessor or by any claims investigator who may need access to such information; and
- other professionals such as solicitors, accountants, financial planners when such services are required to complete our advice as requested by you.

The information will be held at our offices and on our secure database.

Reliability Issues

Neither PPNZL nor any of our advisers have been the subject of any reliability issues. A reliability issue is something that might materially influence you in deciding as to whether you seek advice from me or PPNZL. As an example, it would include any legal proceedings against PPNZL or any individual adviser, or if any that had been discharged from bankruptcy in the last four years.

What If I'm Not Happy

Not happy with us? Here's what to do:

If you're not happy with any part of the service we have provided for you, then we want to hear from you. Here at PPNZL we welcome and indeed ask for the opportunity to make things right for you.

We have a complaint handling procedure and will make every possible endeavour to reach a satisfactory resolution with you as soon as practicable.

You can make your views known verbally by phone or calling into our offices, by email or letter. We will acknowledge your complaint within two working days and resolve your issues within 10 working days. We may need to ask you for further information or agree to an extension if the issue is complicated or there are matters that are outside our control.

Who to contact:

The Senior Office Administrator
admin@ppnzl.co.nz / 021 357 063
Portfolio Partners NZ Ltd., Niche Shared Space, Level 1, 210 High Street, RANGIORA 7400

If the issue cannot be resolved to your satisfaction, you can contact our disputes resolution service scheme. PPNZL's dispute resolution service is with Financial Service Complaints Ltd. (FSCL). FSCL offers free and independent advice to help resolve your complaint.

PO Box 5967 Wellington 6140. Level 4, 101 Lambton Quay, Lambton Quay, Wellington

Website: www.fscl.org.nz / **Email:** info@fscl.org.nz / **Phone:** 0800 347 257



Protecting what's important to you