

beyond mortgages

INSURANCE

TERMS OF ENGAGEMENT
&
PERSONAL DISCLOSURE STATEMENT



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TERMS OF ENGAGEMENT

Who we are

Adviser

Company

Contact
Details madeleine@beyondmortgages.co.nz

www.beyondmortgages.co.nz"/>

What we do

I am a Registered Financial Adviser who specialises in providing advice and transactional solutions for clients in the area of Risk Insurance services.

How we work

We make the Insurance process easier to understand and are there to guide you through the whole process.

- We will agree on areas of advice requirements & establish our terms of our engagement.
- I will get to know you and gather all necessary facts of your situation and identify your specific needs and objectives.
- I will then analyse and research your circumstances & develop strategies to meet your needs and objectives.
- I will facilitate the application process for agreed products and services.
- I will prepare & present a statement of advice outlining my recommendations & implement any such agreed recommendations.
- I will monitor the implementation & review these strategies and actions on a regular basis.
- I also provide an ongoing service of assisting you in processing any insurance claims requirements you may have.

Experience and Qualifications

I have worked in the health industry both here in New Zealand and Australia acting as General Manager for a number of companies over a period of 6 years. Following this I was General Manager for 5 years managing a large local property company before joining Beyond Mortgages as their Insurance Adviser.

I am a member of the Professional Advisers Association (PAA) and comply with their Code of Ethics in all facets of our practice.



Memberships

- Financial Services Complaints Ltd (FSCL)
- Insurance Link NZ – Insurance Aggregation Group
- Professional Advisers Association (PAA)

Product Providers

I am an Accredited Adviser with the following companies and recommend the products & solutions I think best fit your circumstances and requirements:

Risk Insurance Providers

AIA, Asteron, Fidelity Life, NIB, One Path, Partners Life, Sovereign, and Tower.

General Insurance

Stylecover (Vero) – AON Insurance

Remuneration (How we get paid)

On settlement of the issuance of a risk insurance policy, I receive commission from the above product providers I deal with. The commission is generally of an upfront nature but may also include a small renewal or trail commission.

Please note: that we have not charged you a fee for our professional advice. Our fee is covered by the insurer who pays me a commission. However, if you surrender your policies within 2 years I will be required to pay back all or part of the commission we have been paid. If this happens we reserve the right to charge you a fee for the professional service we have provided you. Our hourly rate is \$150 and as a guide the professional service we provide on a non-complex insurance application is around 4 hours.

Insurance is a long term proposition and we recommend that you maintain all of your policies permanently (or until maturity). If you are considering surrendering or cancelling any of the policies we ask that you contact us before doing so, so we can advise you on all available options.

A full schedule of all providers and their commission rates is available on request.

Your Obligations

Any advice or product implementation provided as a result of this needs analysis can only be as good as the information received from you so I ask that you provide me with the information I request. Without relevant and correct information about your personal and financial situation I run the risk of giving advice that is not appropriate for your needs. If you are unsure as to why I need certain information please ask so that I can explain.

When applying for insurance through Beyond Mortgages Ltd and completing the application forms it is imperative to provide all information on your health to the best of your knowledge, whether you consider it pertinent or not. Non-disclosure can result in the decline of a claim in the future or amended terms being applied to the policies.



As stated above Beyond Mortgages Ltd is remunerated for completed policies by the insurance companies that they place your policy with and that should you apply for insurance and then not accept the cover offered, assuming terms are similar or reasonable, or fail to complete the application process above, through no fault of the insurance companies or Beyond Mortgages Ltd, we may charge a service fee of \$150 per hour to a maximum of \$2,500. Commissions paid to Beyond Mortgages Ltd are subject to claw back and should you cancel your policies within 2 years of issue of your policy, Beyond Mortgages Ltd may choose to charge a partial fee depending on the reasons for cancellation.

Privacy Act

1. It is understood that any information gathered for this needs analysis is personal and I undertake to keep this information confidential and secure.
2. The Privacy Act 1993 gives you the right to request access to and correction of, your personal information.
3. Information provided by you and or any authorised agent will be used by me and any members of my staff for the purpose of providing advice to you and may also be used by any:
 - a) product or service provider when implementing any of my/our recommendations or variations thereof;
 - b) compliance advisers, assessors or by any claims investigators who may need access to such information; and
 - c) other professionals such as solicitors, accountants, finance brokers, financial planners when such services are required to complement this advice and as requested by you.
4. The information will be held by me / us at:

**Our offices being Level 1, 2 Pretoria Street,
Lower Hutt as well as our secure database**

Scope of Service and Engagement

The following are the areas or advice or product that you are requesting from me, subject to any specific objectives or limitations of our engagement.

Unless noted below, our discussions and my advice will be in relation to assisting you manage you and/or your family's financial security in the event of:

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | Suffering a serious illness or disability | (Trauma Insurance) |
| <input type="checkbox"/> | Suffering a permanent disability | (Permanent Disability Insurance) |
| <input type="checkbox"/> | Loss of income through sickness or disability | (Income Protection & Mortgage Protection Insurance) |
| <input type="checkbox"/> | Requiring timely hospital or specialist treatment | (Health Insurance) |
| <input type="checkbox"/> | Untimely Death | (Life Insurance) |
| <input type="checkbox"/> | Other (please specify below) | |

Specific limitations of this analysis and/or advice documentation

Other specific objectives, tasks or terms of this engagement

Acknowledgements

I may be required to give evidence that I have explained specific requirements or obligations and provided certain information to you. Can you please acknowledge by signing below that these requirements have taken place?

Disclosure Statement

I / We acknowledge that I / We have received a Disclosure Statement from the adviser named in this document. This document was current and dated:

____ / ____ / ____

Provision of Information

I / We acknowledge the advantages of undertaking a full suitability (needs) analysis and the need to provide relevant personal and financial information and by not doing so I / We risk receiving advice or product recommendations that may not be appropriate to my / our needs.

Scope of Service

I / We understand the services being provided are restricted to the scope of service or subject to specific limitations indicated on the previous page.

Privacy Act

I / We acknowledge I / We have read and understood the information relating to the Privacy Act 1993 and how this information may be used.

Adviser Remuneration

I / We acknowledge I / We have had the basis of adviser remuneration explained and I / We agree to the option indicated on the previous page.

Client Name: _____

Client Name: _____

Signature: _____

Signature: _____

Date: ____ / ____ / ____

Date: ____ / ____ / ____

(Please return a signed copy of this document to Madeleine Andrews, Beyond Mortgages Ltd)



DISCLOSURE STATEMENT

Madeleine Andrews Insurance Advisor at Beyond Mortgages Ltd

Email: madeleine@beyondmortgages.co.nz , Phone: 04 568 2220, Fax: 04 589 5864,

Mobile: 021 0220 9035, Address: Level 1, 2 Pretoria Street, Lower Hutt, Postal: P O Box 30-929, Lower Hutt, 5040 Web: www.beyondmortgages.co.nz

It is important that you read this document

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

What sort of adviser am I?

I am a registered, but not authorised (I do not facilitate cash investments), Insurance Adviser. I can give you advice about category 2 financial products such as life insurance, health insurance, risk insurance, and other insurance products.

I am a specialist personal risk adviser and can provide you advice as well as transactional services relating to life insurance, disability and medical insurance.

What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please tell me so I can try to fix the problem. You may contact our internal disputes service by telephoning (04) 568 2227, by email info@beyondmortgages.co.nz , or in writing to P O Box 30-929, Lower Hutt, 5040.

If we cannot agree on how to resolve the issue, you can contact Financial Services Complaints Limited. This service will cost you nothing, and will help us resolve any disagreements. You can contact Financial Services Complaints Limited by emailing info@fscl.org.nz , calling Financial Services Complaints Limited on 0800 347 257 or (04) 472 3725, or in writing to P O Box 5967, Lambton Quay, Wellington, 6145

How am I regulated by the Government?

You can check that I am a registered financial adviser at <http://www.fspr.govt.nz> . The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under "What should you do if something goes wrong?").

Declaration

I, Madeleine Andrews, declare that, to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.

Updated 26/5/2017

Signed: 

Date: 26 / 05 / 2017

