

COMPANY DISCLOSURE STATEMENT

Version Date: 30th MAY 2022

1. FINANCIAL ADVICE PROVIDER LICENCE

Penberthy Insurance Limited t/a Real Estate Insurance Services (REIS) (FSP 31885), holds a transitional licence from the Financial Markets Authority to provide financial advice on Fire & General insurance products, Life & Medical insurance products and Mortgage Broking services.

Our contact details are as follows:

Financial Advice Provider	Penberthy Insurance Limited
FSP Register No.	31885
Address	31 Northcroft Street, Takapuna, Auckland
Telephone	09-486 1175 or 0800 736 237

Our Financial Advisers are registered on the Financial Service Providers Register (FSP Register) and operate under the licence of Penberthy Insurance Limited t/a REIS.

Our Financial Advisers have met the required standards of competency, knowledge and skill of the Code of Professional Conduct for Financial Advice Services.

Our licence requires us to:

- Keep records of all financial advice
- Have an internal process for resolving client complaints; and
- Comply with all financial markets conduct regulations, such as disclosing information to clients and reporting regulatory authorities

2. WHAT SERVICES CAN WE PROVIDE YOU?

Penberthy Insurance offers a wide range of services and products to protect your personal assets, business assets, life and medical needs and extends to Mortgage Broking Services.

We offer, including but not limited to, the following products/services:

FIRE & GENERAL PRODUCTS

- Professional Risk Package (Real Estate Agents)
- Commercial Insurance (Business buildings, contents, motor vehicles)
- Business Interruption insurance
- Contract Works Insurance
- Marine Insurance
- Liability Insurance (General Liability, Director & Officers Liability, Professional Indemnity)
- Domestic Insurance (Residential house and contents, motor vehicles, boats)
- Travel Insurance
- Rural Insurance (Farms and lifestyle blocks)
- Premium funding options for your Fire & General insurance products

LIFE & MEDICAL PRODUCTS / MORTGAGE BROKING

- Life Insurance
- Disability & Trauma Insurance
- Medical Insurance
- Income Protection and Mortgage Repayment Cover
- Business Insurance (Shareholder Protection /Key Person)
- Group Employee Insurance
- Mortgage Broking Services

Your Financial Adviser will disclose to you the products and services which he or she can specifically provide advice on.

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.

3. OUR FEES AND COMMISSIONS

You are entitled to know how and what we will charge for our services and what other benefits we receive.

There are several ways that we are remunerated for our services

FIRE & GENERAL DIVISION

- Commission which is generally a percentage of the policy premium (excluding Government levies, policy fees and GST). The rates of commission vary between Insurers and types of insurance policies but are usually between 5% and 25% of the premium
- A fee may be charged for arranging, amending or cancelling your insurance policies. This is over and above the commission we receive.
- An hourly rate for advice or claim services may be charged. This will be discussed and agreed prior to any advice or claims services being administered.
- If you decide to terminate our services, we will be entitled to retain all brokerage and fees for any policies of insurance that we have arranged on your behalf in lieu of the work that we have completed. In the event that any insurance premiums are outstanding at the time of termination you must pay us these amounts as part of the termination arrangements.
- In the case of premiums being funded through our premium funding company, an additional fee may be charged to cover the increased administration created by managing the funding contract

LIFE & MEDICAL DIVISION

- Penberthy Insurance Limited receives commission from the relevant insurance companies upon business being issued following advice from your Financial Adviser.
- The upfront commission payable is between 0% - 240% of the first year's premiums, less GST and policy fees.
- The renewal commission payable is between 0% - 30% of the premium, less GST and policy fees, for each year the policy remains in force.
- If you decide to cancel your policy, or your policy lapses within the first 3 years of your policy being in force, a fixed cancellation fee of \$250 plus GST may be charged.

MORTGAGE BROKING DIVISION

- Penberthy Insurance Limited receives commission from the relevant bank or lender upon a loan settling following the advice of your Financial Adviser.
- The upfront commission payable is between 0% - 0.85% of the loan amount.
- The renewal commission payable is between 0%-0.2% of the loan amount, on a monthly basis for the term of the loan.
- Penberthy Insurance Limited may receive a one-off payment for refixing a loan which ranges between \$0-\$150 dependent on the bank or lender.
- A fee may be charged by the Financial Adviser for time and advice given. This may be instead of or in addition to commission received from the bank or lender. This will be discussed and agreed prior to any advice or services being administered.
- If you decide to change your loan within the first 3 years of your loan settling, a fixed cancellation fee of \$250 plus GST may be charged.

Our fees and commissions will be discussed in more detail when you meet with our Financial Advisers.

4. CONFLICTS OF INTEREST AND INCENTIVES

Penberthy Insurance Limited offers clients the ability to spread their Fire & General premium payments instead of paying by lump sum through our premium funding company Cornwall Funding Limited. We avoid a conflict of interest as our Financial Advisers are not rewarded when their clients choose to spread their payments. Cornwall Funding Limited is one of many premium funding companies.

Our Financial Advisers are not incentivised to place insurance products with any specific Insurer/Lender. Our Financial Adviser may receive indirect benefits from insurers such as business lunches, tickets to sporting and/or cultural events or corporate promotional merchandise.

We register and manage all conflicts of interest. If a conflict of interest arises between a client and one of our Financial Advisers giving advice, we will advise our client of the steps we will take to manage the conflict and give their interests priority.

We may receive training in products or other non-monetary consideration from time to time which assists us to provide effective

services to our clients. We do not believe that these create a conflict of interest with our advice to clients.

5. RELIABILITY HISTORY

We are required to disclose a reliability event if it might materially influence you in deciding whether to seek advice from Penberthy Insurance Limited or your Financial Adviser. Examples of reliability events include successful legal proceedings against your Financial Adviser in relation to the contravention of any financial markets legislation in the last five years or been discharged from bankruptcy in the last four years.

Neither Penberthy Insurance Limited nor your Financial Adviser has been subject to a reliability event.

6. GENERAL INFORMATION

PROFESSIONAL INDEMNITY INSURANCE

Penberthy Insurance Limited holds Professional Indemnity Insurance as we firmly believe in standing behind the advice and service we provide to our clients and therefore do not have any limitations of liability under our terms of business

The insurance (subject to its terms and conditions) covers errors and omissions arising from advice provided by Penberthy Insurance Limited through its Financial Advisers.

If you require further information regarding our Professional Indemnity insurance, please contact our office.

TRUST ACCOUNT FOR CLIENT FUNDS (FIRE & GENERAL ONLY)

Insurance Advisernet New Zealand (IANZ) operates a trust account for the collection of clients fire & general insurance premiums and the onward payment of insurance premiums to insurers. The trust account is audited at least annually by a qualified auditor not affiliated with IANZ.

IANZ charge an administration fee for processing insurance premiums. This will appear on your fire & general invoices.

7. MEMBERSHIPS

INSURANCE ADVISERNET NEW ZEALAND (IANZ)

Penberthy Insurance Limited's Fire & General Division is a member of Insurance Advisernet New Zealand Limited and one of the founding members. Insurance Advisernet, a national network of independent insurance brokers who's collective buying power enables us to negotiate excellent rates and insurance solutions from many of New Zealand's largest insurance companies, for the benefit of our clients.

For more information about Insurance Advisernet go to www.insuranceadvisernet.co.nz

INSURANCE BROKERS ASSOCIATION OF NEW ZEALAND (IBANZ)

Penberthy Insurance Limited is a member of The Insurance Brokers Association of New Zealand Inc. (IBANZ), which is New Zealand's professional body representing the interests of fire and general insurance brokers, risk managers and consumers in New Zealand. We adhere to the IBANZ Code of Professional Conduct.

For more information about IBANZ go to www.ibanz.co.nz

NEW ZEALAND FINANCIAL SERVICES GROUP (NZFSG)

Penberthy Insurance are members of NZFSG, who provide expert financial solutions to New Zealand's leading financial advisers. With more than 20 years in mortgage and insurance distribution, NZFSG brings together a wide range of support services in the market.

For more information about NZFSG go to www.nzfsg.co.nz

FINANCIAL SERVICES COMPLAINTS LIMITED (FSCL)

We are a member of Financial Service Complaints Limited, which is a complaints dispute resolution service. They provide independent and impartial advice to consumers and resolve complaints between Financial Advice Providers and consumers.

For more information about FSCL go to www.fscl.org.nz

FINANCIAL ADVICE NEW ZEALAND (FANZ)

Financial Advice New Zealand is a professional membership organisation for advisers working across all areas of financial advice, including mortgages, insurance. They represent the interests of the public and their members, and strive to help New Zealanders, and the country as a whole, be financially better-off.

For more information about FANZ go to www.financialadvice.nz

8. COMPLAINTS

If you are not fully satisfied with our services or wish to make a complaint, please speak to your Financial Adviser in the first instance. If your complaint is not resolved to your satisfaction or you do not want to speak with your Financial Adviser, you may contact Penberthy Insurance Limited directly as follows:

Complaints Officer

Penberthy Insurance Limited
PO Box 33545
TAKAPUNA, AUCKLAND, 0740
Phone: 0800 736 237
Email: complaints@penberthy.co.nz

We will endeavour to resolve your problem openly and fairly and within a timely manner.

If you are unable to resolve your complaint with Penberthy Insurance Limited, you may refer it to Financial Services Complaints Limited (FSCL), of which Penberthy Insurance Limited is a member.

FSCL is an approved independent dispute resolution scheme which handles complaints against financial service providers, including insurance brokers.

FSCL is free to consumers and its decisions are binding on Penberthy Insurance Limited (but not on you).

Further information about FSCL is available from Penberthy Insurance Limited and/or from www.fscl.org.nz.

You may contact FSCL directly on 0800 347 257.

In some circumstances a dispute may arise between you and the insurer. In such circumstances Penberthy Insurance Limited will assist you with details of the insurer's Internal Dispute Resolution process and, if the dispute remains unresolved, access to the Insurer disputes resolution scheme. If the dispute proceeds, you should obtain legal advice from a qualified lawyer.