

DISCLOSURE STATEMENT

Who am I?

Name of Financial Adviser: **Pagin Robinson**
 Financial Service Provider: **Northco Insurance Brokers Limited**
 FSP Number: **FSP1004679**
 Telephone Number: **06 378 2819**
 Address: **34 Perry Street, Masterton**
 Email address: **pagin@northco.co.nz**
 Website: **www.northco.co.nz**

I am a Financial Adviser having over 19 years' experience in the Fire & General Industry.

It is important that you read this information

It will help you make an informed decision whether I as a financial adviser that gives advice for products, are suitable for your needs and whether to seek, follow or accept the financial advice I give. This Disclosure Statement is required under the Financial Markets Conduct (Regulated financial advice Disclosure) Amendment Regulations 2020.

What sort of adviser am I?

I am a Financial Adviser that gives advice on behalf of Northco Insurance Brokers Limited who is a licensed Financial Adviser Provider by the Financial Market Authority of New Zealand (FMA) <https://www.fma.govt.nz/>. Financial Services Legislation Amendment Act 2019 requires Northco Insurance Brokers Limited to hold a current license for Advisers to provide Financial Advice Services to you the Client.

To view my registration and Northco Insurance Brokers license go to the Financial Service Providers Register <https://fsp-register.companiesoffice.govt.nz/> and search our Financial Service Provider (FSP) number FSP37401.

As a Licensed Financial Advice Provider, we have standard conditions on our licence, these conditions are not specific to Northco Insurance Brokers Limited and does not limit or restrict Advice that may be given.

As a Licensed Financial Advice Provider, we have the following specific conditions on our licence that limit or restrict the advice we may give.

Condition	Limits and restrictions
Full Licence	Standard Licence Conditions

What financial advice can we provide to you?

Our Services

- I can give financial advice on General Insurance Products for Rural, Commercial and Domestic Clients.
- I can give financial advice on Personal Insurance

Product Providers

- For General Insurance – Our Membership of NZbrokers allows us to access an extensive range of insurers and underwriters based in NZ and Overseas.
- For Life and Health Insurance – we hold agencies with Partners Life, AIA, NIB, Accuro, Fidelity Life, Asteron Life, Southern Cross and Chubb.

Our Insurance product providers are Insurance business in New Zealand that are licensed under the Reserve Bank under section 19 of the Insurance (Prudential Supervisor) Act 2010. The Insurers have a financial strength rating from an approved rating agency. To view the Insurer ratings, click on the link <https://www.rbnz.govt.nz/regulation-and-supervision/insurers/licensing/register>.

Northco Insurance Brokers Limited's insurance product providers are required to have financial strength ratings with a minimum of **B-** and above. When you receive a quote from us you will be supplied the current strength ratings for the product providers that we have quoted for. If you accept the financial advice, we will supply a current rating for the product provider that you have selected.

Limitations and restrictions

I am committed to providing my clients with good financial advice that is suitable for my client's needs. I only provide financial advice on Insurance Products that are within my knowledge and skill base.

What fees do we charge?

We may charge clients fees for financial advice. We will tell you what the fee is before you accept any advice from us or our Advisers. We will charge fees that are payable by you the client when our advice is followed, accepted and the insurance policy is purchased. The fees we charge are for our service, placement, implementation, and administration of the insurance policies that you choose to accept and purchase. The total fees payable may increase with the number of insurance policies that you choose to purchase.

The fees are payable by you and are due by the effective date of the policy which is on the invoice. Our fees and commissions are also clearly itemised with our payment terms are on our website www.northco.co.nz

How do we act with Integrity?

To ensure that I prioritise your interests above my own, I follow an advice process that ensures recommendations are made based on your individual goals and circumstances. I complete annual and ongoing training about how to manage conflict of interests and a register of interests is maintained. Northco Insurance Brokers Limited monitors these registers and provides additional training where necessary. Northco Insurance Brokers Limited performs an annual review of the compliance programme.

You should be aware there are potential conflicts of interest that you the Client may need to take into consideration when you decide to seek and accept financial advice from us, I will make you aware of any conflicts when giving advice. From time to time our product providers assist us with funding so we can bring our advisers together for conferences and professional development training.

How do we get paid for the financial advice and Products that we provide to you?

Northco Insurance Brokers Limited and I **do not receive** any commission or other incentives for giving Financial Advice. Northco Insurance Brokers Limited **receives** commission when the client accepts our financial advice and purchases an insurance policy. The commission is paid by the Insurer (product provider's) for the insurance business on each insurance policy that the Client purchases.

The commission for General Insurance is paid to us can be between the range of 0-30% of the insurer portion (total premium of the Insurance Policy less government levies and taxes).

NZbrokers Management Limited

Northco Insurance Brokers Limited is a member of NZbrokers Management Limited, NZbrokers Management Limited provides services such as IT, education, training, technical insurance product and claims support and group member benefits to Northco Insurance Brokers Limited When a client accepts our financial advice as your adviser and purchases a policy NZbrokers may receive a service fee or technology fee from the Product Provider.

I receive an annual salary that may include bonuses based on client service performance and achievement of Company goals.

How can you depend on the Advice you receive?

I have not been subject to any other reliability events that would influence you the client in deciding whether to seek or obtain advice from me as your adviser.

How to make a Complaint

If you have a problem, concerns or you are dissatisfied with either a product or financial advice Service that has been provided by Northco Insurance Brokers Limited or myself and you require action to be taken please tell us so that we can help and fix the issue. To make a Complaint please follow this link www.northco.co.nz which will give details on our Complaints Process and how to make a Complaint.

If a complaint is received Northco Insurance Brokers limited will approach all complaints with an open mind, listen and treat each complainant as an individual and with courtesy and respect. We will promptly acknowledge the complaint at the earliest possible opportunity and make every attempt will be made to resolve your complaint in a timely manner, with staff escalating as necessary to Senior Management or Complaints Manager.

You will receive a written decision, remedies, and resolution as soon as practicable after Northco Insurance Brokers Limited has decided the outcome.

What to do if you are not satisfied after making a Complaint

If you feel your complaint is not resolved to your satisfaction using the Northco Insurance Brokers Limited complaints process, or you are unsatisfied with the response or resolution, you can contact **Financial Services Complaints Ltd. FSCL – A Financial Ombudsman Service** is a dispute resolution scheme of which we are a member. This service **will cost you nothing** and is independent service that will help investigate or resolve the complaint. You can click on this link to find out how to make a complaint to Financial Services Complaints Limited <http://www.fscl.org.nz/complaints/how-make-complaint>

You can contact FSCL at:

Postal Address: P.O. Box 5967, Wellington 6145

Email: info@fscl.org.nz

Telephone: 0800 347 257 Website: <http://www.fscl.org.nz/>

MEMBER OF:

A Financial Ombudsman Service

FSCL FINANCIAL SERVICES COMPLAINTS LTD
RATONGA PŪTEA PUNA MANAAKI

What are my duties as an adviser?

As a Financial Adviser I give financial advice to clients on Northco Insurance Brokers Limited behalf, when giving advice I must:

- Hold a Level 5 New Zealand Certificate in Financial Services
- Maintain competence, knowledge, and skills for giving financial advice by completing continuing professional development.
- Abide by the Code of Professional Conduct for Financial Services and have Ethical behaviour, good conduct and provide client Care. <https://www.mbie.govt.nz/assets/a96d1b4800/code-of-professional-conduct-for-financial-advice-services.pdf>
- Listen to you the client carefully to discover their needs.
- Recommend products or services that meet the client needs and explain why.
- Give clear and concise communication.
- Protect client's information.
- Give priority to the client's interests when giving financial advice.

Who licenses and regulates us?

The Financial Markets Authority. You can report information about us to the Financial Markets Authority at: <https://www.fma.govt.nz/contact/> or email questions@fma.govt.nz but if you want to complain you should use



NORTHCO INSURANCE BROKERS LIMITED



34 Perry Street
P O Box 629 Masterton 5840
Tel (06) 378 2819
Fax (06) 378 9166
(06) 376 7020 Pahiatua
0800 AT NORTHCO
Email info@northco.co.nz
www.northco.co.nz

Local people Serving Local people

our dispute resolution procedures described under *How to make a Complaint?* And *What to do if you are not satisfied after making a complaint?*

This disclosure statement was prepared on: 27/02/2023 updated 29/11/2023