



147 Eskdale Road  
Birkdale

Auckland  
0626  
027 2722 631

[Support@henco.co.nz](mailto:Support@henco.co.nz)

---

## Adviser Disclosure Statement

Version 1 from 10 November 2023

### IDENTIFYING INFORMATION

I am a financial adviser (FSP744111), and I am giving advice on behalf of **Henco Financial Services** (FSP1006127) who holds a licence issued by the Financial Markets Authority to provide financial advice.

My details are as follows:

Name: Andrew Hendricks  
Phone: 027 356 7699  
Email: [Andrew.hendricks@Henco.co.nz](mailto:Andrew.hendricks@Henco.co.nz)  
Office Address: 147 Eskdale Road, Birkdale, Auckland 0626

### NATURE AND SCOPE OF ADVICE

I will provide you with advice in relation to your personal insurances (life, disability and health) and KiwiSaver

We only provide financial advice about products from certain providers:

- For life insurance, we work with AIA NZ and Fidelity Life.
- For health insurance, we work with AIA NZ and NIB.
- For KiwiSaver, we work with Booster, Generate, NZFunds and Milford Asset Management

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, endowment products, investment or investment linked products, you will need to consult a specialist if you would like advice on those products.

### RELIABILITY HISTORY

Neither Henco Financial Services nor I have been subject to a reliability event and therefore does not have any reliability event to be reported.

A reliability event is something that might materially influence you in deciding whether to seek advice from me or from Henco Financial Services.

*"Giving you peace of mind when you need it most"*



147 Eskdale Road  
Birkdale

Auckland  
0626  
027 2722 631

[Support@henco.co.nz](mailto:Support@henco.co.nz)

---

(An example of reliability events would include legal proceedings against me, disciplinary action from regulatory bodies or if I had been discharged from bankruptcy in the last four years).

### FEES OR EXPENSES

I will not charge you a fee for the financial advice that I will provide to you.

### HOW ARE WE PAID

Henco Financial Services receive commissions from the providers on whose products we give financial advice on.

If you decide to take out insurance, the provider will pay a commission to Henco Financial Services. The amount of commission is based on the amount of the premium. These commissions are used to fund the business operating expenses (Rent, Utilities, Salaries, Training and Specialised Systems) and to provide ongoing assistance with financial advice for existing and prospective clients.

From time to time, product providers may also reward us for the overall business we provide to them.

### CONFLICTS OF INTEREST AND INCENTIVES

I am employed by Henco Financial Services, and I receive a percentage of the commission Henco Financial Services receives from the relevant insurance company if you take out insurance following my advice.

For personal risk products, Henco Financial Services receives commissions between 120% and 230% of the first year's premiums of your policy – the amount depends on which insurance company and which insurance policy you choose.

Henco Financial Services also receives a commission of between 5% and 10% of the premium for each year the policy remains in force which is to fund ongoing assistance with your policy. In addition, Henco Financial Services may receive commission of between 15% and 30% of the first year's premiums of your policy, depending upon which insurance company and which policy you choose.

For KiwiSaver Contracts Henco Financial Services Limited receive commission ranging between \$40.00 and \$200 for KiwiSaver plans implemented. They also receive a commission

*"Giving you peace of mind when you need it most"*



147 Eskdale Road  
Birkdale

Auckland  
0626  
027 2722 631

[Support@henco.co.nz](mailto:Support@henco.co.nz)

---

of 0.025%- 0.05% of funds under management each year the plan remains under our supervision.

All commission received by Henco Financial Services is used to fund the business operating expenses and to provide ongoing assistance with financial advice to support clients and prospective clients.

To ensure that I prioritise your interests over my own, I follow an advice process that ensures my recommendations are made on the basis of your individual goals and circumstances. I complete annual training about how to manage conflicts of interest. We undertake compliance audits, and our compliance programme is reviewed regularly.

#### COMPLAINTS HANDLING AND DISPUTES RESOLUTION

If you are not satisfied with our financial advice service you can make a complaint by emailing [support@henco.co.nz](mailto:support@henco.co.nz) or by calling: 027 356 7699. You can also write to us at: 147 Eskdale Road, Birkdale, Auckland 0626.

When we receive a complaint, we will consider it following our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we cannot, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot resolve your complaint, or you are not satisfied with the way we propose to do so, you can contact the Financial Dispute Resolution Service.

Financial Dispute Resolution Service provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint to your satisfaction.

You can contact Financial Dispute Resolution Service by emailing [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz), or by calling: 0580 337 337 or +64 4 381 5047. You can also write to them at: Freepost 231075, PO Box 2272, Wellington 6140

#### DUTIES INFORMATION

Henco Financial Services and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

*"Giving you peace of mind when you need it most"*



147 Eskdale Road  
Birkdale

Auckland  
0626  
027 2722 631

[Support@henco.co.nz](mailto:Support@henco.co.nz)

- 
- give priority to your interests by taking all reasonable steps to make sure our advice is not materially influenced by our own interests
  - exercise care, diligence, and skill in providing you with advice.
  - meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice)
  - meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should, and give you suitable advice)

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at [www.fma.govt.nz](http://www.fma.govt.nz)

#### CONTACT INFORMATION

**Henco Financial Services** (FSP1006127) holds a licence issued by the Financial Markets Authority to provide financial advice.

You can Contact us at:

Phone: 027 356 7699

Email: [Support@Henco.co.nz](mailto:Support@Henco.co.nz)

Office Address: 147 Eskdale Road, Birkdale, Auckland 0626

*"Giving you peace of mind when you need it most"*