

Hello.

Talking to someone who gets it really makes a difference.

Chad Adair, Financial Adviser

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248 Saint Asaph Street, Christchurch Central City, Christchurch, 8011, New Zealand

FSPR Number: 558127

Protecting what's important to you.



HEALTH INSURANCE

In case you need hospital treatment



INCOME PROTECTION / MORTGAGE REPAYMENT INSURANCE

In case you are too sick to work



TRAUMA INSURANCE

In case you suffer a major health condition



TOTAL AND PERMANENT DISABILITY INSURANCE

In case you are unable to ever work again



LIFE INSURANCE

In case you pass away (or are terminally ill)

Our promise.

Five things you can expect from us.



FIND THE RIGHT DEAL FOR YOU

- We'll compare New Zealand's leading insurers
 - Look at your overall situation to recommend what's right
-



SAVE YOU TIME

- We'll compare the market for you
 - Expert research to find the right cover for you
 - Do all the legwork for you
-



NO COST TO YOU

- You won't be out of pocket.
 - Zero obligation to take out the suggested cover
-



KEEP IT SIMPLE

- No jargon! Everything explained simply
 - We work for you, not the insurers
-



HELP YOU GET COVERED

- Connect you with the right insurer for unexpected situations

You're in good hands.

More and more New Zealanders are recognising the benefit of using an insurance adviser.

**WE WORK IN YOUR
BEST INTERESTS**



We work in partnership
with insurers

**WE'RE NOT AN INSURANCE
COMPANY, NOR ARE WE
OWNED BY ONE**



Proudly owner operated

**WE ARE A MEMBER OF THE
LARGEST FINANCIAL GROUP
IN NEW ZEALAND**



Thousands of
happy customers

#ADVISERSWORKFORYOU

Access to New
Zealand's leading
insurers, **all in
one place.**



THE REAL LIFE
COMPANY

CHUBB®

6 steps to a stress free insurance plan.

1

FIRST CHAT

We get to know you, and ensure you know what we do and how we do it. We'll talk about what you are trying to do and whether we can help you.

2

UNDERSTAND YOUR SITUATION

We'll gather information from you about your situation so that we can recommend the best possible cover.

3

YOUR PROFILE

When you're ready, we create a detailed profile to help you decide what type of protection you need.

4

YOUR INSURER

Once we have worked out what cover you need based on your needs and budget, we'll research the market and decide on the best insurer for you.

5

LET'S GET ORGANISED

We help you with your insurance application and work with you on any insurer requirements.

6

KEEP YOU ON TRACK AND PLAN FOR THE FUTURE

We'll be in touch every year to make sure your cover is still relevant through any life changes. We will also help you through any claims you may have.

More than insurance.

MAKE SURE YOUR LOVED ONES AND LIFESTYLE ARE PROTECTED



Insurance for your lifestyle:

- Life
- Health
- Mortgage protection
- Income protection
- Trauma cover
- Total and permanent disability

Insurance for your stuff:

- Car + asset
- Home and contents
- Investment properties

GET THE RIGHT LOAN TO GIVE YOU THE MONEY YOU NEED



- Home loans
- Investment loans
- Refinance
- Commercial loans
- Car loans

- Personal loans
- Business loans
- Equipment loans
- Construction loans

PLAN FOR THE FUTURE YOU WANT



What else can we help you with?

- KiwiSaver
- Currency exchange
- UK pension transfers

Disclosure guide.

Here is some key information you need to know to help you understand what type of advice I am able to give you, so that you can make an informed and confident choice when engaging me.

Details about me and my Financial Advice Provider

I am a Financial Adviser. I give advice on behalf of a Financial Advice Provider. My details are set out below.

Full Name: Chad Adair

Address: 248 Saint Asaph Street, Christchurch Central City, Christchurch, 8011, New Zealand

Phone: 021 569 602

Email: chad@adairmortgages.co.nz

FSPR Number: 558127

Name of Financial Advice Provider: Adair Mortgages Limited

Trading as: Adair Mortgages

FSPR Number: 727492

Phone: 021569602

Email: chad@adairmortgages.co.nz

Website: www.adairmortgages.co.nz

My Financial Advice Provider is a member of NZ Financial Services Group Limited

Licensing Information

My Financial Advice Provider is authorised to provide a financial advice service under a current financial advice provider licence issued by the Financial Markets Authority in the name of: NZ Financial Services Group Limited

FSPR Number: 286965

Nature and scope of advice

The information below will help you understand what type of advice I can provide to you.

Services I provide

I will analyse your insurance needs and help you apply for and choose cover that is suitable for your purpose. I have access to a range of insurers (set out below). Once we have chosen an insurer, and types and amounts of cover that are suitable to you, I will help you to obtain acceptance.

Insurers I use

I source insurance from a panel of insurers. The current insurers I can use are:

- Accuro
- AIA
- Chubb Life

Products I can help you with

The types of financial advice products I can give advice on are:

- Life
- Income Protection
- Health
- Trauma
- Permanent Disablement

What else I can offer

I can help you with other services through my referral partners set out below:

- Tower - F&G
- Asset Finance
- Koura Wealth
- UK Pension Transfers
- XE Money

I can also help you with KiwiSaver. Please let me know if this is of interest and I will provide you with information about the KiwiSaver providers I use and the extent to which I can help you.

Fees and expenses

Generally I won't charge you any fee for the financial advice I provide to you. This is possible because, on issuance of an insurance policy, I usually receive commission from the insurer (which is explained in the Commissions section of this Disclosure Guide). Any exceptions to this general position are explained below. If these exceptions will apply to you, I will let you know.

One-off fees

I may charge you a one-off fee if the following occurs:

[a] When I don't receive commission from the insurer: If you request that I provide financial advice and I do not receive a commission from the insurer, I may charge you a one-off fee. Any such fee would be agreed and authorised by you in writing before I complete the services, and would be based on an estimate of the time spent providing the advice.

This may arise in the rare event that you request that I provide financial advice in relation to either a product that is offered by an insurer that is not on our panel of approved insurers, or an insurance that is outside my usual arrangements with my approved insurers.

[b] When I have to repay commission to the insurer: In the event that, in the 24 month period following the issuance of your insurance policy, your insurance policy is cancelled or the terms materially changed, and the insurer requires that I repay the applicable commission to them, I may charge you a one-off fee. Any such fee would be no more than \$3,000 (plus GST, if any) and would be calculated based on a rate of \$250 (plus GST, if any) per hour of my time spent providing financial advice to you in connection with the applicable insurance. The fee I charge you will not exceed the amount of commission I have to repay to the insurer.

You will be invoiced for any one-off fee and will be given 30 days to make payment.

Other fees

Client not proceeding fee: In the event you use my advisory services and then instruct me not to proceed with the settlement or application for a product we have been discussing, I may charge a one-off fee to cover the cost of my time. Any such fee would be calculated based on a rate of \$250 (plus GST, if any) per hour of my time spent providing financial advice to you in connection with the applicable product.

You will be invoiced and will be given 30 days to make payment.

Commissions & incentives

On acceptance of an insurance application by the insurer, I usually receive a commission payment from the applicable insurer.

The commission is generally an upfront commission payment, but I may also receive a renewal commission payment. The upfront commission is calculated as a percentage of the first year's premium that you will pay. A renewal commission is calculated as a percentage of the premium that you pay for each year the policy is in force.

The maximum percentage that each insurer uses to calculate upfront and renewal commissions is set out below. If there are any variations to these percentages or other commission payments that may apply, specific to your insurance application, I will disclose this to you as part of my advice process.

I may also receive a referral fee or commission payment if I refer you to our referral partners listed above. I will give you more information about how that referral fee or commission is calculated, before proceeding.

From time to time, I may receive incentives or rewards from insurers. For example, they may provide me with gifts, tickets to events or other incentives.

I manage the conflicts of interest arising from these commission payments by:

- Following an advice process that ensures I understand your needs and goals so that I always recommend the best product for you regardless of the type and amount of commission I will receive.
- Ensuring the amount of any insurance cover is in accordance with your identified needs.
- Providing you with the table below showing commission rates and types by insurer.
- Undertaking regular training on how to manage conflicts of interest.

Insurer	Upfront%	Renewal%
Accuro	30%	15%
AIA	200%	8%
Chubb Life	230%	15%

If your insurance application is accepted, NZ Financial Services Group Limited may receive their own commission payment from the applicable insurer. Terms of this payment are between NZ Financial Services Group Limited and the applicable insurer. This payment does not influence the advice I give to you as NZ Financial Services Group Limited do not direct me or influence me to recommend products from a particular insurer. I recommend products by following the advice process referred to above.

Privacy policy & security

I will collect personal information about you in accordance with my Privacy Policy. I regard client confidentiality as of paramount importance. I will not disclose any confidential information obtained from or about you to any other person, except in accordance with my Privacy Policy. The electronic platform I use to store your personal information is secure and run on Amazon Web Services.

Complaints Process

If you have a complaint about my financial advice or the service I gave you, you need to tell me about it. You can contact my internal complaints service by phoning, or emailing me using the heading Complaint - [Your Name]. Please set out the nature of your complaint, and the resolution you are seeking. I aim to acknowledge receipt of this within 24 hours. I will then record your complaint in our Complaints Register and will work with you to resolve your complaint. I may want to meet with you to better understand your issues. I aim to provide an answer to you within 7 working days of receiving your complaint. If we cannot agree on a resolution you can refer your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you. Details of this service are:

Financial Services Complaints Limited (FSCL) - A Financial Ombudsman Service
complaints@fscl.org.nz
0800 347 257

My duties

I am bound by and support the duties set out in the Financial Markets Conduct Act 2013. These duties are to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services [Code].
- Give priority to my client's interests.
- Exercise care, diligence, and skill.
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code.

Availability of Information

This information can be provided in hardcopy upon your request.