

# Disclosure Statement – Toni-Ann Dench

## LICENSING INFORMATION

I, Toni-Ann Dench, FSP1004325, am an Adviser with Professional Investment Services (Manawatu) Limited which holds a licence issued by the Financial Markets Authority to provide financial advice.

## CONTACT DETAILS

Toni-Ann Dench is the Financial Adviser, specialising in Insurance. You can contact me at:

Phone: 06 355 4422

Email: toniand@pismanawatu.co.nz

Address: PO Box 1255, Palmerston North 4440 or 43 Walding Street, Palmerston North 4410

## NATURE AND SCOPE OF ADVICE

I provide advice about:

- Personal insurance (risk), including health insurance

I provide advice in relation to the following products:

- Life, Trauma, Total Disability, Health, Mortgage, & Income Protection Insurance

I provide advice in relation to products provided by the following companies:

AIA, Asteron, Resolution Life, Fidelity, Accuro, Chubb, nib, Southern Cross, Partners Life

In order for you to engage me in any capacity as a financial adviser, we need to agree upon the scope of services that you are engaging me to provide. By doing this, we gain a shared understanding of what areas I will or will not be covering in the personalised financial advice I provide. If the advice service is limited in its scope, this also needs to be documented and I need to make sure that you are aware of the disadvantages resulting from such limited scope or analysis. I am qualified by competence, skill and experience to provide the following financial adviser services to my clients.

### ***Service To Be Provided***

The commencement of our financial planning service requires the development of a document that summarises your financial position, considers your objectives and goals, and makes a recommendation on a strategy that is appropriate to meet these goals and objectives. This document is a Financial Plan – the scope of that plan (ie. those things you would like the plan to consider) will take one of the forms described below.

It is important to note that if I am unable to obtain the required information it could prevent me from providing appropriate advice. It is also important for you to communicate any changes in your circumstances or financial objectives to me, as my recommendations may need to change accordingly.

Please note that the cost associated with developing an agreed Financial Plan is detailed below. Should you agree to implement the recommendations in that plan, other advice fees will be charged. These will be detailed in the plan and in the implementation forms signed at the time of implementation.

We use a closed AI system to record meetings for the purpose of accurate notetaking and documentation.

### **Risk Plan**

This involves discussion, review and consideration of the personal (and business, if applicable) risks you face, and an analysis of these. We will discuss with you differing scenarios, and the outcome desired by you should these things occur. As part of this discussion, we will review your current financial position, and financial and family commitments. The Risk Plan will outline our recommendations, including the types and levels of any insurance cover we recommend.

---

Any limitations or restrictions to be noted.

Date:

---

Cost (Initial Plan Fee) Signed: (Clients)

Signed: (Adviser)

## FEES AND EXPENSES

**Planning fee** – Professional Investment Services (Manawatu) Limited will charge a fee of between \$250 - \$1500 + GST depending on the nature and scope of your Statement of Advice/Financial Plan.

Planning fees are payable by the 20<sup>th</sup> of the month following your adviser providing you your Statement of Advice. An invoice will be provided at this time with payment details.

Your agreed fee for advice is as per page 2.

**Hourly Fee for Advice** – Between \$150 - \$250 per hour + GST.

Confirmation of relevant Fees and Expenses will be detailed in the Statement of Advice / Financial Plan provided to you.

## COMMISSIONS OR OTHER INCENTIVES

If you proceed to apply for insurance coverage, and if that policy is accepted and is issued, Professional Investment Services (Manawatu) Ltd will be paid a commission by the relevant insurance company.

This commission will range from 120% - 220% based on the first year's premium. In subsequent years the company will also receive a servicing commission of 0% - 10% of the annual premium as long as the cover remains in force.

There are no other incentives accepted.

When providing advice on company and product selection, we base this on the research and quality of the product and the pricing overall. The levels of commissions paid to the company do not form part of the selection decision.

If we refer you to either Gallagher Insurance or Provincial Insurance for assistance with General Insurance, and if a policy is accepted and is issued, Professional Investment Services (Manawatu) Ltd will be paid a commission by them.

## CONFLICTS OF INTEREST

For all personal insurance, Professional Investment Services (Manawatu) Limited will receive commissions from the insurance companies whose policies I can recommend. If you decide to take out insurance that I recommend, the insurer will pay a commission to Professional Investment Services (Manawatu) Limited. The amount of the commission is based on the amount of premium associated with your cover; specific commissions will be advised to you when advice is provided.

From time to time, product providers may give us small gifts of nominal value.

To ensure that our financial advisers prioritise the client's interests above their own and to manage the potential conflicts of interest as disclosed above, all Professional Investment Services (Manawatu) Limited advisers follow an advice process, that quotes most companies available in NZ and overlays research on the quality of the product offering, and ensures personalised recommendations are made on the basis of the client's goals and circumstances, as advised by the client. Professional Investment Services (Manawatu) Limited financial advisers complete regular training, including how to manage conflicts of interest.

## RELIABILITY HISTORY

I have never been publicly disciplined, been adjudged bankrupt or insolvent, or had any criminal convictions or civil proceedings against me.

## PRIVACY AND INDIRECT COLLECTION

Professional Investment Services (Manawatu) Limited collects and holds personal information so that we can provide expert financial advice and services, including financial planning, investment management, retirement planning, KiwiSaver, and personal risk insurance; manage our relationship with you; administer our business operations; and meet our legal, regulatory, and professional obligations.

Sometimes we collect personal information about you from someone other than you. This can happen, for example, when information is provided by insurers, banks, previous advisers, referrers, accounting firms, government agencies, or other third parties involved in the work.

Our Indirect Collection Source Schedule explains:

- common third parties we may collect from
- what information we may collect from them
- why we collect it
- who it may be shared with
- how to contact us, and your access and correction rights.

The current schedule is available on request from [admin@pismanawatu.co.nz](mailto:admin@pismanawatu.co.nz).

By signing or accepting this document, you confirm that you have been directed to the schedule and have had the opportunity to review it.

If you want access to your personal information, or you believe any of it is wrong, incomplete, or misleading, contact your Financial Adviser.

## DUTIES INFORMATION

Professional Investment Services (Manawatu) Limited, and anyone who gives financial advice on our behalf, has duties under the Financial Markets Conduct Act 2013 relating to the way that I give advice. I am required to:

- give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests (431K)
- exercise care, diligence, and skill in providing you with advice (431L)
- 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 I have the expertise needed to provide you with advice) (431M)
- 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 I treat you as I should and give you suitable advice). (431M)

This is only a summary of the duties that I have. More information is available by contacting us, or by visiting the Financial Markets Authority Website at <https://www.fma.govt.nz>.

Client Names: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

(Client)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

(Client)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

(Adviser)