



## **Disclosure Information**

The following information provides you with an important overview of Oceania Insurance Brokers, our duties to you, fees and how we manage complaints.

### **Licence Status and Conditions**

Oceania Insurance Brokers, FSP1004939, holds a financial advice providers license issued by the Financial Markets Authority.

### **Nature and Scope of Advice**

Oceania Insurance Brokers provides advice to our clients about their Fire & General and Life & Health insurance needs.

Our financial advisers provide financial advice in relation to Fire & General insurance, including, but not limited to: house, contents, landlords, motor vehicle and boat insurance, as well as commercial insurance, such as commercial property, business interruption, commercial motor, marine, liability, professional indemnity and cyber insurance.

Our financial advisers also provide financial advice in relation to and Life & Health insurance, but not limited to: life, medical, commercial group schemes, key person, debt protection, total and permanent disability.

When providing our advice, we access a wide range of insurance products from various insurance providers in both the local and overseas market.

### **Fees, expenses, or other amounts payable**

Oceania Insurance Brokers may charge you a fee, and charges, for providing financial advice, and for arranging, altering or cancelling your insurance program(s). For general insurance placements, Insurance Advisernet New Zealand may also charge an administration fee for processing insurance premiums. If a fee will be charged, you will be advised at the time the financial advice is provided.

In some circumstances we may recommend another service provider to assist us in providing appropriate financial advice. These providers can include property valuers, property surveyors and motor vehicle valuations. These providers will charge a fee for the work they do. We will advise you of any related fees and charges prior to having them commence any work on your behalf.



### **Conflicts of interest and commissions or other incentives**

Oceania Insurance Brokers has relationships with local and international insurance providers. The benefits of these relationships are seen every day by giving its our clients outstanding choice, competitive pricing and coverage options and policy support services. Oceania Insurance Brokers is paid a commission from the insurance product provider, when arranging insurance with them on your behalf. The amount of commission received varies as it is calculated as a percentage of the insurance premium charged.

Oceania Insurance Brokers and its Financial Advisers may also receive indirect benefits such as business lunches, tickets to sporting and/or cultural events, corporate promotional merchandise and other unquantifiable minor benefits.

We recognise that the above commissions and incentives may create conflicts of interests for Oceania Insurance Brokers and your financial adviser. To manage these conflicts, our financial advisers follow an advice process that ensures our recommendations are made on the basis of your financial goals and circumstances. All our financial advisers undergo training about how to manage conflicts of interest. We undertake compliance audits of our financial advisers, and annually audit our conflict-of-interest compliance framework.

We may, however, choose to rebate all or some commissions and charge you a fee based on the nature of the service we provide.

### **Complaints**

At Oceania Insurance Brokers we are committed to providing you with excellence customer service and quality products. If you believe that we have not delivered in a particular area we would like to hear from you.

Complaints are an important part of maintaining and improving our standards. if you have any comments or concerns regarding service or products, please talk to your Financial Service Provider (FSP) directly in the first instance or to contact one of our Directors. If your complain is not resolved to you satisfaction or you do not wish to contact the people who provided you initial service, you can contact us using the following methods:

Online

Complete a [Feedback Form](#)

Phone

Free Call: 0800 623 2642 and ask for the complaints officer.



Email

Email [hello@oceaniaib.co](mailto:hello@oceaniaib.co)

Mail

Print a [Feedback Form](#) and mail to the following address:

Po Box 147, Whitford, Auckland 2149

When we receive a complaint, we will handle your complaint in an open and transparent manner and will endeavour to resolve your complaint fairly and within 20 days. If we have not resolved your complaint within 20 days we will provide you with a written update as to the reason for the delay, what action is underway to resolve your complaint and advise you of the anticipated timeframe for a response.

In handling your complaint, there are a number of remedies available to us, including but not limited to;

- An apology or explanation;
- Liaison with insurers and/or premium funders to find a mutually agreeable outcome to your complaint;
- Claims advocacy including support to address your complaint via the Insurer internal dispute resolution process.

If you are unable to resolve your complaint with IANZ, you may refer it to Financial Services Complaints Limited (FSCL), of which Oceania Insurance Brokers 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 Oceania Insurance Brokers (but not on you). Further information about FSCL is available from IANZ and/or from [www.fscl.org.nz](http://www.fscl.org.nz). You may contact FSCL directly on 0800 347 257.

## **Duties**

We believe in delivering the most appropriate advice, built upon our four core business pillars, Trust, Advice, Choice and Value.

We are bound by duties under the Financial Markets Conduct Act 2013 (Act),



We are required to:

- Meet certain standards of competence, knowledge and skill, as set by the Code of Professional Conduct for Financial Advice Services (Code of Conduct). These have been designed to ensure that we have the relevant expertise to provide you with advice.
- Take reasonable steps to ensure that you understand the nature and scope of the advice we give you and let you know if there are any limitations on the advice we provide. This will help you ensure that the advice provided meets your goals and objectives.
- Give priority to your interest, by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
- Exercise a prudent level of care, diligence and skill.
- Meet certain standards of ethical behaviour, conduct and client care as required by the Code of Conduct. These are designed to ensure that we treat you as we should and give you suitable advice.
- Not offer or recommend a financial product that contravenes the Act or related regulations. This gives you peace of mind that the products we recommend are compliant with relevant laws.
- Make certain disclosure information available to you, at certain times, for example when advice is provided. We must not provide false, misleading or incomplete information. You can access the Code of Professional Conduct for Financial Advice Services [here](#).

### **Contact Details**

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