



## COAST INSURANCE BROKERS LIMITED DISCLOSURE STATEMENT

### Licensing information

Coast Insurance Brokers Limited (FSP778876) is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

### Nature and scope of the advice

Coast Insurance Brokers Limited and our financial advisers only provide financial advice on commercial and domestic insurance products.

### Fees or expenses

Coast Insurance Brokers Limited may be paid:

- Fees only
- Commission only, or
- Both fees and commission

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 when our advice is followed and 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.

If we charge a fee, the exact fees will be agreed with you and confirmed at the time the invoice is provided.

### Conflicts of interest and commissions

Coast Insurance Brokers Limited may receive a commission from the insurers through which we place business. The commission is paid to us by the Insurer (product provider) based on each insurance policy that you purchase. The commission only applies to the company premium and natural disaster premium portion of the total premium and excludes any fire emergency levies, EQ levies or other government charges. We will provide more specific details of these commissions once we have talked to you and understand your needs.

### *NZbrokers Management Limited*

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

To ensure that we and our advisers prioritise your interests above our own, we follow an advice process that ensures recommendations are made based on your individual requirements, goals, and circumstances. Our advisers complete annual and ongoing training about how to manage

conflict of interests and a register of interests is maintained. Our advice is subject to ongoing external compliance review.

### **Complaints handling and dispute resolution**

If you are not satisfied with our service or financial advice, please tell us as soon as possible.

Call: 09 424 7512

Write: 36 Wade River Road, Stanmore Bay, Whangaparaoa 0932

Email: [rick@coastinsurance.co.nz](mailto:rick@coastinsurance.co.nz)

When we receive a complaint:

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we will try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint.
- We will contact you by phone, email, or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints process, you can contact our external disputes resolution scheme, Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service. FSCL provides a free and independent dispute resolution service that may help resolve your complaint if we haven't been able to do so to your satisfaction.

### **Contact FSCL**

Website: [fscl.org.nz](http://fscl.org.nz)

Call: 0800 347 257

Email: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

Write to: PO Box 5967, Wellington, 6140

### **Duties information**

Coast Insurance Brokers Limited and our advisers have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

- give priority to your interests
- exercise care, diligence, and skill
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services

### **Contact Details**

- Telephone Number: 09 424 7512
- Address: 36 Wade River Road, Stanmore Bay, Whangaparaoa 0932
- Email address: [rick@coastinsurance.co.nz](mailto:rick@coastinsurance.co.nz)
- Website: [www.coastinsurance.co.nz](http://www.coastinsurance.co.nz)