



## Important Information About Our Business

### Licensing Information

Group Health and Life Ltd. is a Financial Advice Provider operating under a transitional license issued by the FMA to provide financial advice services.

Our Financial Services Provider Number is 711831

### Office contact details

Physical address: 556 Cameron Road, Tauranga South, Tauranga 3112  
Postal address: PO Box 15008, Tauranga 3144  
Phone: 0800 222 511  
Email: [admin@grouphealthandlife.co.nz](mailto:admin@grouphealthandlife.co.nz)  
Website: [www.grouphealthandlife.co.nz](http://www.grouphealthandlife.co.nz)

### Nature & Scope of the Advice

Group Health and Life provides advice to clients about health insurance and personal risk cover.

### Products we can provide financial advice on

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

### Product providers we may recommend

- Accuro
- AIA
- Asteron Life
- Cigna
- Fidelity Life
- Nib
- Partners Life
- Southern Cross
- UniMed

### Fees & Expenses

We do not charge our clients fees, expenses or anything else directly for the financial advice we provide.

## Commissions

Group Health and Life receives commissions from the insurance companies whose policies we give advice on. If you decide to take out insurance, the insurer will pay a commission to us.

Commissions may be paid by the insurance company as follows:

- Initial commission – a percentage of the value of your insurance premiums.
- Renewal commission (ongoing) – usually a percentage of the value of your premiums, calculated on the renewal of the insurance policy. With the exception of some health insurance policies for which we receive a fixed dollar amount.

## Conflicts of Interest or Other Incentives

We are here for our clients and to advise you as best we can. Your interests are our priority although we do also have business relationships with our product providers.

From time to time, our product providers assist with funding so we can attend conferences and professional development training. They may also on occasion reward our relationship with small gifts such as hampers.

### How we manage any conflicts of interest

- We identify and acknowledge any situations where a conflict of interest may occur. We disclose this to the client, mitigate the conflict, and ensure that the outcome is in the client's best interest.
- When preparing financial advice, we follow the six-step advice process which includes thorough research and diligence to make sure our product recommendations meet the client's specific needs.
- We undergo regular training on how to manage conflicts of interest and have a compliance program which is reviewed annually by an external compliance specialist.

## Our Duties & Obligations to You

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge and skill set out in the Code of Conduct
- Give priority to the clients' interests
- Exercise care, diligence and skill and
- Meet the standards of ethical behaviour, conduct, and client care set out of the Code of Conduct.

This is only a summary of the duties 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).

## Complaints Handling & Disputes Resolution

If you are not satisfied with our financial advice service you can make a complaint by emailing [admin@grouphealthandlife.co.nz](mailto:admin@grouphealthandlife.co.nz), or by calling 0800 222 511. You can also write to us at PO Box 15008, Tauranga 3144.

### Our internal complaints handling process

- We will acknowledge and record your complaint. We may also need to contact you for further information.
- We will notify and work with any other relevant parties, such as the insurer, on a solution.
- 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 outcome, you can contact Financial Disputes Resolution Service (FDRS).

This service will cost you nothing and will help us resolve any disagreements. You can contact Financial Disputes Resolution Service (FDRS) by emailing [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz), calling 0508 337 337, or writing to FDRS Freepost 231075, PO Box 2272, Wellington 6140.