

## Disclosure Statement

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It is important that you read this document.

The information provided in this document is important. It describes the financial adviser services that Eric James and Associates (EJA) provides and will help you choose a service that best suits your needs.

### About Us

We have developed and maintained strong relationships with specialist insurance providers. This enables us to offer insurance quotes for individuals and businesses from a broad range of backgrounds and trades.

We also recognise the importance of training and development and ensure that all our advisers' knowledge is kept up to date and appropriate standards are maintained. Eric James & Associates is a member of the Financial Advice New Zealand (FANZ) and all our advisers and nominated representatives adhere to the FANZ professional standards of conduct.

Eric James & Associates is a Licenced Financial Advice Provider and we are responsible for the advice provided by our advisers. You can check our registration on the Financial Services Provider Register.

### How We Work

We would like to understand your unique needs and future objectives in order to develop an insurance plan tailored specifically to your lifestyle and budget.

A full fact find and needs analysis can help determine financial needs for you and/or your family, should any of these events occur. We can also advise on which type and structure of insurance cover we believe will meet your needs including consideration of existing plans.

#### **Reasons our clients have insurance:**

- repaying your mortgage
- maintaining your current standard of living
- for lifestyle changes due to disability
- clearing your debts
- providing for your children's education
- security for business obligations
- having enough funds to achieve your personal goals during a disability

#### **We will take you through our simple 3 step insurance planning process:**

1. Take you through the Risk Analysis Process to determine your Insurance needs.
2. Explain your options, prepare quotes, and provide information so that you're fully informed.
3. Agree on your Personal Insurance Plan and help you implement your insurance requirements.

## **Insurance Implementation Service Requests**

We can also provide product quotes and information to assist with insurance implementation on instruction from you.

Once you are a customer we will be able to provide ongoing support and advice and be your first point of contact for all your insurance needs. It means you can rest easy knowing that your livelihood and family will be protected no matter what life may bring.

## **Products We Advise On**

We provide advice on the following range of products for personal and business insurance needs.

Life Insurance, Disability Insurance, Trauma Insurance, Income Protection, Mortgage Protection, Health Insurance, Travel Insurance (Inbound to NZ).

## **Product Providers**

Partners Life, AIA, Fidelity Life, NIB, Chubb Life, Resolution Life, Asteron.

We work with you to help you choose the product that best suits your needs and budget. Though if you have existing insurance with a provider we don't have any agency with I won't be able to provide advice or recommendations on that product.

## **How We Get Paid**

Advisers have a contractual relationship with Eric James & Associates, who holds agencies with these Insurers.

Eric James & Associates does NOT require advisers to place an agreed percentage of business they do with any of the above Insurers.

Advisers receive remuneration in the form of a retainer, commissions, bonuses and benefits from EJA & Insurance companies. Advisers are able to earn a percentage of commission paid to EJA based on performance, compliance and service criteria.

Eric James & Associates' services are at no cost to you.

Further, Advisers do not have any agreements that require them to place any particular level of business with any Insurer.

EJA receives commission payments directly from the product providers. Commissions can range from 0 – 230% depending on the product type and provider.

## Your Obligations

Any advice provided as a result of this needs analysis can only be as good as the information received from you so we ask that you provide advisers with the information they request. Without relevant and correct information about your personal and financial situation advisers run the risk of giving advice that is not appropriate to your needs. If you are unsure as to why advisers need certain information please ask so that they can explain. Should any recommendation provided result in replacing a current policy, cancellation of such policy is the sole responsibility of the client.

## If Something Goes Wrong?

If you have a problem, concern, or complaint about any part of our service, please tell us, so we can try to resolve the problem.

Please contact our Risk Compliance Manager – Mike Kelly – [mike.kelly@ericjames.co.nz](mailto:mike.kelly@ericjames.co.nz)

We will acknowledge receipt of your feedback or complaint within two business days and will endeavour to resolve the matter as soon as possible.

If we cannot agree on how to resolve the issue, you can contact Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service.

This service will cost you nothing, and will help us resolve any disagreements. You can contact Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service at:

Address: PO Box 5967, Lambton Quay, Wellington 6140

Telephone number: 0800 347 257

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

## Mortgage Advice

We are often asked if we offer advice on mortgages. As insurance specialists, we think our clients would benefit from some sound mortgage advice from Mortgage Specialists.

We use and recommend Penberthy Mortgage Advisers. Penberthy's offer mortgage advice as licenced financial providers. Please note EJA may receive a referral fee from Penberthy's if you implement a mortgage via them. If you would like a referral, please ask.

## Privacy Act

1. It is understood that any information gathered for this needs analysis is personal and I undertake to keep this information confidential and secure as per the Privacy Act 2020 and all its provisions.
2. The Privacy Act 2020 gives you the right to request access to, and correction of, your personal information. We have processes set up to handle these requests.
3. Information provided by you and or any authorised agent, will be used by me and any members of my staff for the purpose of providing advice to you and may also be used by any:
  - a) product or service provider when implementing any of my/our recommendations or variations thereof;
  - b) compliance advisers, financial advice regulators, assessors or by any claims investigators who may need access to such information; and
  - c) other professionals such as solicitors, accountants, finance brokers, financial planners when such services are required to complement this advice and as requested by you.
4. If policies are undertaken with Eric James and Associates, the insurers will provide us with information annually to help with the review and maintenance of the policies held. The insurers will make such information available upon request at any time while the policy is in force.
5. If we need to collect your personal information from a third party rather than directly from you, we will take reasonable steps to notify you of the collection, the purpose for which the information is being used, and your rights of access and correction, in accordance with IPP3A of the Privacy Act 2020.

The information will be held by me / us at our offices at Eric James & Associates Ltd, Level 1, 47 Mandeville Street, Christchurch and within our 3<sup>rd</sup> party CRM.

## Email Communications

You acknowledge that we can and will email you about the agreed services and this engagement, and may from time to time email you about other services, offers, newsletters or information.

**Confirmation of your acceptance of our terms and our agreed scope of service will be recorded in the Client Acknowledgments section of our Risk Analysis Document.**

### Contact Details

Eric James and Associates  
Address: Level 1, 47 Mandeville Street, Christchurch 8011  
Telephone number: (03) 977 4400 or 0800 ERICJAMES  
Email address: [admin@ericjames.co.nz](mailto:admin@ericjames.co.nz)  
Website: [www.ericjames.co.nz](http://www.ericjames.co.nz)