



Protect For Life

**Expect the
Unexpected.**

**Welcome to *Protect For Life* – Your trusted
insurance broker and financial services partner**



Protect For Life is more than just an insurance and financial services company; we are a group of community-oriented people dedicated to safeguarding the futures of individuals, families and their tamariki throughout New Zealand.

Our why is **"Futureproofing people and families, especially for the unexpected"**. We are committed to protecting what matters most – your life, your health, your loved ones, and your future.



Financial Advice Provider:

Protect For Life Ltd
FSP1006170

Licencing Status:

Class 2 License Issued
by the FMA

Address:

1/15 Accent Drive
East Tamaki
Auckland 2013

Contact Details:

hello@protectforlife.co.nz
0800 AB 1026

What We Offer

➤ Personal Risk Insurance

- Life Cover
- Trauma Cover
- Specific Injury Cover
- Income Protection Cover
- Disability Insurance
- Mortgage Repayment Cover

➤ Business Insurance

- Key Employee Insurance

Areas of Financial Advice Provided

Protect For Life Ltd only provides financial advice in the following areas:

- Employee Benefits Programs: primarily group insurance products provided through employers to staff
- Personal risk insurance products* for the staff members of group insurance schemes
- Personal risk insurance products* for individual NZ consumers
- Business owner protection plans and policies in the areas of share purchase/business succession, securing debt & personal guarantees, business overheads protection and keyperson/locum plans
- Under the Financial Markets Conduct 2013 we are bound to:
 1. Give priority to client's interests
 2. Exercise care, diligence and skill
 3. Meet standards of competence, knowledge and skill set by the Code of Professional Conduct
 4. Meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct

*Personal risk insurance products include life insurance, trauma, permanent disability, income protection and health insurance, and does NOT include General Insurance product lines (e.g. house, contents, cars, liability policies).

Our Obligations to You

1. Treat you fairly.
2. Act with integrity.
3. Provide financial advice which is suitable for you.
4. Protect your privacy and confidential information.
5. Maintain the competence and skill to deliver advice in our area of expertise

Costs of Advice

Any remuneration arrangements will be negotiated directly with every potential client before any engagement with that client is agreed to. We may charge fees AND commissions depending upon the scope of the engagement agreed to by a client.

Fees

Fees payable directly by the client to Protect For Life Ltd upon invoice for planning or consultation work may be applicable. Fees are charged for expertise and opinion, not for product placement or "brokering", unless requested by a client and agreed to by Protect For Life Ltd.

Commissions

When implementing (or brokering) a group or personal insurance product our preference is to be paid via brokerage, or commission, as this results in no direct fee payable by the client and Protect For Life Ltd only receives payment from an insurer if we are successful in placing business which the client is happy with.

The gross amount of commission payable to Protect For Life Ltd on any particular recommendation will be disclosed specifically prior to implementation of any product or plan.

As a general indicator of the range of commissions which may be paid, Protect For Life receives standard commission terms from all insurers (there no preferential terms over and above any other adviser in the market), which are:

- Group Insurance Products typically up to 20% x the annual premium, continuing to be paid annually.
- Personal Insurance Products typically up to 230% the first years premium paid by a client, with an ongoing commission typically of 7.5%-10% of the annual premium.

Disciplinary History You Should Be Aware Of

None. Nada. Zero. Zip. There have been no professional indemnity insurance or negligence claims, disputes resolution actions, or disciplinary actions. Ever.

Conflicts of Interest

We have no financial interest in any insurance company or any other general conflicts of interest in forming a professional opinion or delivering financial advice.

There are no material conflicts of interest to disclose in the form of incentives, as we do not participate in insurer-funded conferences or entertainment or functions as a rule, or any sales campaigns or similar incentives.

We will accept an occasional glass of wine or a cup of coffee from an insurance company representative of course, however these are immaterial and engender no particular warm feelings towards any particular insurer.

Should any actual or potential conflict of interest arise during any engagement with a client we will bring that to your notice promptly, and then seek to manage or avoid the conflict if possible. If management or avoidance of a conflict to your satisfaction is not possible then we will resign from the engagement with you and professionally assist with the appointment of a replacement and more suitable adviser.

Conflicted Remuneration Note

- All fees and commissions are paid to Protect For Life Ltd.
- Protect For Life Ltd uses all gross revenue to pay the operating expenses of running a compliant professional business.
- Protect For Life Ltd then has pays its' tax obligations on the "net profit" after costs.

- Typically the potential conflicted remuneration for the Financial Adviser (Tavita Lene Milo) amounts to between 35-50% of gross revenue in any given year.

What a client pays are not the same as what the Financial Adviser earns.

COMPLAINTS

What should you do if you are unhappy with something?

If you have a problem, concern, or complaint about any part of our service or your product performance, please contact **Tavita Lene Milo** (*Director, Protect For Life Limited*) in the first instance so that we may try to fix the problem.

Email: tavita@protectforlife.co.nz

Phone: 02108282328

If your complaint cannot be satisfactorily resolved this way, it then becomes a dispute.

The Dispute Resolution process is:

1. In the event of a dispute, you must notify us that the complaint is not resolved and is now a dispute.
2. We will confirm in writing our internal complaints process, likely timeframes, and our Disputes Resolution Scheme, which you can access at any stage should you choose to.
3. Should we fail to handle the problem to your satisfaction within a reasonable time frame then the product providers themselves have internal complaints handling processes which you might wish to also access. This means that if we have used a particular product that is connected to the issue at Dispute, you can contact the company that issued that product and have them attempt to resolve the matter as well.
4. If these options fail to resolve the Dispute to your satisfaction, then you may take the matter to the **Financial Dispute Resolution Services**, of which we are a member. We are bound by the outcome of that process. You can choose to be bound by the outcome, but you can also choose to be free to pursue other legal avenues if you wish.

Their service will cost you nothing as we pay for it, and it can help us resolve any disagreements. You can contact:

Financial Dispute Resolution Services

Email: info@fdrs.org.nz

Telephone: (Call Free) 0508 337 337

Physical Address: Level 4 142 Lambton Quay Wellington

Postal Address: PO Box 2272 Wellington 6140

Your Privacy

When working with you we will be collecting personal information from you to deliver personalized advice which is suitable for you.

This is generally personal information regarding age, health, financial situation and your instructions.

In accordance with the Privacy Act 2020 you are entitled to access any such information we collect and hold on you, and to have noted any corrections to such information.

Should you require a copy of any information we hold we shall be happy to provide a full copy at our cost but will always retain original records for legal and compliance requirements.

Records are stored in secure premises and on secure computer systems at our place of business. All staff employed by **Protect For Life Ltd** have access to all client files, and in addition to Protect For Life Ltd staff other parties may access this information as required by law or for the purposes of providing specific advice to you in accordance with your instructions or our agreed Scope Of Service. Those parties may include:

- Insurers and other product providers whom we are considering for your needs.
- Market regulators and statutory authorities.
- Professional compliance and audit assessors investigating our compliance and professional standard.

If you have a complaint is about how we handle your personal information, you can contact the Office of the Privacy Commissioner:

PO Box 10 094

The Terrace Wellington 6143

0800 803 909

enquiries@privacy.org.nz

This option is available in addition to utilizing the Complaints Process of Protect For Life Ltd.