



# Smiths Insurance & KiwiSaver

## Financial Advice Provider & Adviser Disclosure Document



*Guy Gilbert*  
*Financial Adviser*  
*FSP 773633*

- Personalised advice for your situation.
- Compare your current policies across the market.
- No obligation quotes. No fees.
- Peace of mind that you & the ones you care about are covered.

## **Introduction & Licensing Information**

The purpose of this disclosure statement is to assist you in your decision making for your financial advice products. It will explain the limitations to Guy's advice and ultimately help you decide whether or not his advice is appropriate for you.

Guy has 2 years experience in the industry and has helped a wide range of clients to meet their financial needs. Guy is currently studying towards gaining his Level 5 Certificate in Financial Services.

Guy Gilbert is a Financial Adviser (FSP773652) operating under the Financial Advice Provider CRAIG SMITH BUSINESS SERVICES LTD (FSP712931), trading as Smiths Insurance & KiwiSaver.

Guy Gilbert is a Nominated Representative of Booster Financial Services Limited (FSP28287).

## **My contact details are:**

Phone: +6422 011 3646

Office: 03 374 6800

Email: [guy@smiths.net.nz](mailto:guy@smiths.net.nz)

Address: 383 Colombo Street, Level 2, Powell Fenwick House, Sydenham, Christchurch, 8023

## **Duties as a Financial Adviser**

Guy Gilbert and Craig Smith Business Services Ltd have duties under the Financial Markets Conduct Act (2013) in relation to advice given or prepared such as:

- Give priority to each client's interest by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests
- Exercise care, diligence, and skill in providing you with advice of financial products
- Meet standards of competency, knowledge and skill set by the Code of Professional

Conduct for Financial Advice Services, designed to assure competence is met for providing advice

- Meet standards of ethical behaviour, conduct, and client care set by the Code of Professional Conduct for Financial Advice Services, designed to assure everyone is treated fairly and advice is suitable for each client.

This is only a summary. For more information on duties required please contact us directly or visit <https://www.fma.govt.nz/>

## **Nature and Scope of Financial Advice provided**

Guy Gilbert and Craig Smith Business Services Ltd provide financial advice on investments, personal insurances, such as life, health insurance, and general insurances such as house, car, and contents. Guy Gilbert along with Smiths Insurance & KiwiSaver only provides advice on financial products from certain providers:

- Life & Disability Insurance: AIA, Asteron, Cigna, Fidelity, Partners Life, Pinnacle
- Medical Insurance: AIA, NIB, Partners Life
- Investment & KiwiSaver Products: ANZ, Booster, Generate
- General Insurance: All general insurance enquiries are referred to Aon Insurance Brokers and we receive a referral fee for this transaction which is outlined in the

'Conflicts of Interest and Incentives' section below.

In regards to any Investment and KiwiSaver advice, Guy Gilbert can provide personalised advice for Booster products as he is a Nominated Representative.

### **Fees**

No fees are charged by either Guy Gilbert nor Smiths Insurance & KiwiSaver for any advice given, irrelevant of the outcome. Craig Smith Business Services Ltd and Guy Gilbert are paid commissions by the insurers of which Guy Gilbert receives a percentage.

### **Conflicts of Interest and Incentives**

For Life & Medical Insurance, for any business dealt with, Smiths Insurance & KiwiSaver receive commission from the insurer up to a maximum of 240%. The percentage is based on the Annual Premium Issued (API). Smiths Insurance & KiwiSaver and Guy Gilbert also receive a trail commission each year as a percentage of the API. This amount varies and can be up to a maximum of 25%. For any KiwiSaver business, Smiths Insurance & KiwiSaver receive an upfront commission up to a maximum of \$240, followed by a trail commission of which is based on the size of the fund. This can be up to a maximum of 0.5%. From time-to-time, financial product providers may also reward us with gifts and social events as a thank you for the business placed with them. Smiths Insurance & KiwiSaver maintain a gift register for any singular item valued over \$150, of which is readily available at request.

**To ensure we prioritise our clients' interests and needs above our own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances. All financial advisers at Smiths Insurance & KiwiSaver undergo regular training about how to manage conflicts of interest. We undertake a compliance audit and a review of our compliance program is undertaken annually by a reputable compliance adviser.**

### **Complaints handlings and Dispute resolution**

If you are not satisfied with financial advice or a service given by Guy Gilbert or Smiths Insurance & KiwiSaver, you can make a complaint by contacting us on:

[craig@smiths.net.nz](mailto:craig@smiths.net.nz)

0274 293 939 or 03 374 6800

Address: 383 Colombo Street, Level 2, Powell Fenwick House, Sydenham, Christchurch, 8023

When we receive a complaint, we will consider it following our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If more time is needed to process the complaint, we will contact you and provide a realistic timeframe.
- 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 can't resolve your complaint, or you aren't satisfied with the outcome, you can contact our external dispute resolutions scheme (Financial Dispute Resolution

Services). The Financial Dispute Resolution Services provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to a satisfactory standard.

Financial Dispute Resolution Services contacts:

<https://fdrs.org.nz>

[enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)

Freepost 231075

P O Box 2272

Wellington, 6140