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**Provincial**  
Insurance Brokers

## Licence status and conditions

Provincial Insurance Brokers Limited, FSP42401 holds a financial advice provider licence, issued by the Financial Markets Authority, to provide financial advice.

Our licence is subject to conditions contained in the Act, imposed by regulations and imposed by the FMA under section 403 of the Act.

## Nature and scope of financial advice service

We engage financial advisers to provide financial advice on insurance products on our behalf. These are policies that insure your personal or business assets or protect you or your business assets, liabilities and personal or business income.

We are not able to provide advice on investment policies but are able to refer you to associates who are licensed to provide advice on such products.

We have access to most insurance markets in New Zealand (excluding direct Insurers) along with access to overseas markets as required.

A list of the types of insurance we can provide financial advice on can be found on our website under "Our Services" and the product providers who provide such insurance products can be found on page 4 and 5 of this document. The specific types of insurance that individual advisers can advise customers on may vary.

## Fees, expenses or other amounts payable

### Life and Health Policies

We do not charge any fee, expense or other amount for the financial advice provided to you or for implementing that advice. Our remuneration is paid by the insurance providers that we place the insurance policy with on your behalf, by way of commission.

### Fire and General Policies

We do not charge a fee for the advice given to you but may charge a fee for implementing that advice. This fee will be based on our standard fee structure or on the amount of work and time required to provide and implement our advice to you. The amount of this fee will be disclosed either at the time we know the scope and nature of the advice required or when we provide our advice to you. The fee will be included in your invoice and will be payable on the payment of your premium.

## Conflicts of interest and commissions or other incentives

Provincial Insurance Brokers and our financial advisers will receive commission from the insurance companies on whose policies we give advice. If you decide to take out a policy, the insurer will pay us commission based on the premium that you pay.

Premium funding products enable you to pay the insurance premium over the term of your policy by instalments rather than as one amount. Premium funders charge interest and they take a power of attorney

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Providing total insurance solutions

**Steadfast** 

over your insurance policy this means they have the ability to cancel your insurance policy if you fail to pay an instalment.

We (or our shareholders) own Provincial Insurance Premiums Limited, a premium funding company. This company may fund your premium allowing you to spread the payments over the term of your policy. If you enter into a premium funding arrangement with this company we may receive a commission of the amount they fund. The amount of this commission will be disclosed to you when we know the scope and nature of the advice required and whether you intend to utilise the services of a premium funder. This commission will be paid to us directly from the premium funder.

We are a member of Steadfast NZ Limited (Steadfast). Steadfast supplies technology platforms, management, marketing, professional, technical, and buying benefits and services to support us in providing our financial advice services.

Steadfast has arrangements with insurance companies under which Steadfast receives a professional services fee of up to 1.5% of the premium paid for each policy arranged by us with those insurers. Steadfast may also receive a fee of 0.5% of any amount a customer has funded through a premium funder. These payments are used to operate Steadfast.

A financial adviser may have a conflict of interest in circumstances where financial advice has been provided to two clients who later have a dispute, including in respect of liability. In this instance the adviser would clearly disclose the conflict of interest to the clients and would refer one of these clients to another of our financial advisers for further advice and assistance.

We manage all conflicts of interest, ensuring our financial advisers prioritise your interests above their own, by following an advice process that ensures our recommendations are made on the basis of your needs and circumstances. All of our financial advisers complete training to understand and manage conflicts of interest. We maintain a register of conflicts of interests and any gifts and other incentives that we may receive. We review our compliance programme annually.

## Duties

Provincial Insurance Brokers and our financial advisers are bound by the following duties under the Financial Markets Conduct Act 2013 to:

- meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code of Conduct), which form part of the wider regulatory regime for financial advice and ensure we have the expertise necessary to provide you with advice; and
- give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by our own interests or the interests of any other person connected with the giving of advice; and
- exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances; and
- meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct, to treat you as we should and to provide you with suitable advice.

## Complaints

If you are unhappy with our financial advice service, please contact your financial adviser so he or she can try to put things right.

If you wish to make a complaint, or do not feel comfortable discussing your concerns with your adviser, you can contact us as follows:

- Call us on **06 370 0450** between the hours of 8.30am to 5pm week days
- Email us at **teresa@provincial.co.nz**
- Write to us at Provincial Insurance Brokers, PO Box 829, Masterton 5840, addressing your letter to the attention of Complaints Manager
- Fill in our complaints form found on our website [www.provincial.co.nz](http://www.provincial.co.nz)

## How your Complaint will be handled

Your adviser will attempt to resolve any issue of dissatisfaction with you immediately.

If the matter cannot be resolved to your satisfaction, the adviser will escalate the complaint to his or her manager, notifying you accordingly. We will send you an acknowledgement of your complaint within five working days of your complaint being notified to us. This letter will provide you with our timeline to respond to you and the name of the manager who will be managing our response. The manager will investigate and contact you to try to resolve the complaint to your satisfaction. It is important that you provide this person with all relevant information.

We will strive to resolve your complaint with 20 working days of receiving your complaint. If we are unable to provide a full response to you at that point, our letter will explain why we are not yet in a position to do so and tell you when we will next contact you.

40 working days after the receipt of your complaint we will issue a final resolution. If we need to continue our review past this point, we will explain to you the reason for the delay and the required timeframe to provide a full response. At this point, if you feel that the delay is unsatisfactory, you can redirect your complaint to our external dispute resolution service provider detailed below.

## If we are unable to resolve your complaint

We expect that our response to you will have addressed the concerns you have raised. If you feel that your concerns have not been appropriately considered, we invite you to submit any further information for consideration.

If we are unable to resolve your complaint despite our best efforts, you can contact our external dispute resolution scheme, who provides a free and independent dispute resolution service.

The contact details for our external dispute resolution service provider are:

Financial Disputes Resolution Services (FDRS)

PO Box 2272, Wellington 6140

Phone: 0508 337 337

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

Website: [www.fdrs.org.nz](http://www.fdrs.org.nz)



### **Fire & General Insurance Providers that we deal with:**

AIG Insurance NZ Ltd  
Allianz Australia Insurance  
Allianz Global Assistance  
Austinsure Ltd  
Australis Marine  
Aviation & Marine Underwriting Agency Ltd  
Certain underwriters at Lloyd's (issued and managed by Ando Insurance Group Ltd)  
Chubb Insurance New Zealand Ltd  
Classic Cover  
Club Marine  
Cover More Travel Insurance  
Coversure PTY Ltd  
Default CC Fee Insurer  
Default SVU Insurer  
Delta Insurance  
Delta Property Insurance  
Dual New Zealand Ltd  
International Underwriting Agency  
Lumley, a business division of IAG New Zealand Ltd  
National Auto Club  
National Motorcycle Insurance  
Nautilus Marine Insurance  
Newline Australia Insurance PTY Ltd  
NZ Underwriting Agencies Ltd  
NZI, a div of IAG NZ Ltd  
Primacy Underwriting  
Protecsure  
Proteus Marine Insurance  
QBE Insurance (Australia) Ltd  
Rosser Underwriting Ltd - AIG  
Rosser Underwriting Ltd - Chubb  
Rosser Underwriting Ltd - Lloyds  
Sage Partners Ltd  
South Pacific Underwriting Agency Ltd  
Star Underwriting Agents Ltd  
Swann Insurance  
TAI a division of Insurance Wholesale Limited  
The Hollard Insurance Group Pty Ltd (issued and managed by Ando Insurance Group Ltd)  
TLC Insurance  
Tower Insurance  
Underwriting Agencies of New Zealand Limited (UAA)  
Vero Insurance NZ Ltd  
Vero Insurance NZ Ltd (P.N)  
Vero Liability Insurance Ltd  
Vero Marine Insurance Ltd  
Wholesale Insurance Service Agencies Ltd  
Zurich Auto

**Life & Health Insurers that we deal with:**

Accuro Health Insurance

AIA New Zealand Limited

Asteron Life

Cigna Life Insurance New Zealand Limited

Fidelity Life

NIB New Zealand Limited

Partners Life Limited