

## Important Information About Us



Forward Planning Limited (FPL) is a Financial Advice Provider and holds a full licence issued by the Financial Markets Authority to provide financial advice.

Our Financial Services Provider (FSP) number is FSP708752.

We have 3 employees, Russell, Kelsey and Callum.

### Our qualifications and experience:

**Russell Forward**, FSP# 35482. NZ Certificate Level 5 in Financial Services, Life and Health Insurance; General Insurance.

Operating in the industry since 1988

**Kelsey Forward**, FSP# 72389. NZ Certificate Level 5 in Financial Services, General Insurance.

Worked for Forward Planning LTD since 2012.

**Callum Forward**, FSP# 774031 . Providing support services to Russell and Kelsey since 2020. Working towards obtaining Level 5 equivalent through ANZIIF

We undertake regular professional development to maintain and improve our competence, knowledge and skill.

### You can contact us at:

**Physical Address:** 5A Seven Mile Drive, Belfast

**Postal Address:** PO BOX 76205, Northwood, Christchurch

**Phone:** 03 365 7430

**Mobile:** 027 229 5141 (Russell)

**Email:** [russell@forwardplanning.co.nz](mailto:russell@forwardplanning.co.nz)

### Areas we can provide you with advice:

1. Personal life, trauma and disability insurance needs and products to provide funds on death, or diagnosis of a serious health condition, or the inability to work due to accident or illness.
2. Health insurance needs and products to cover specialist, diagnostic and treatments costs in a private hospital
3. Business life and disability insurance needs and products for key people, debt protection, or share buy-outs

We source insurance products from the following life insurance companies:

- Fidelity Life Assurance Company Limited
- AIA New Zealand Limited
- Chubb Life Insurance New Zealand Limited
- NIB NZ Limited

4. For Fire and General insurance such as: House, Contents, Vehicle, Boat, Travel, Commercial and Business insurance, Forward Planning LTD act as a sub-agent of Avon Insurance Brokers Limited (Avon). Avon hold agency agreements with a wide range of General insurers. Please refer to Avon's website ([www.avoninsurance.co.nz](http://www.avoninsurance.co.nz)) for their disclosure document.

5. Forward Planning provide a referral service to NZ Funds Kiwisaver scheme. We do not provide any form of investment advice.

Not all advisers can provide advice on all of these services or products.

### How we are paid

FPL is paid an initial commission by the insurer on completion of any life/health/trauma or disability insurance application. This commission is based on a percentage of the premiums you pay in the first 12 months of the policy period. At each subsequent policy anniversary, FPL will be paid a service commission based on a percentage of the premiums you pay in that 12-month period.

FPL may also provide you the option of paying a one-off fee in lieu of initial commission, resulting in a premium discount to you. This will be negotiated with you and will reflect the time involved in preparing a plan for you, implementing that plan, and finalising the policy.

If you purchase a product through us and cancel it within 24 months and the product provider requires us to payback the commission we received, then we reserve the right to charge you a cancellation fee equivalent to a reasonable value of the work we have performed in providing that advice. An indication of such a cancellation fee amount will be advised when the advice is given.

For any Fire and General insurance placed or renewed through Avon, FPL receives a commission from Avon. Please refer to Avon's website for their commissions and fees payable. FPL receives 60% of any commission payable by the insurer to Avon.

For our referral service with NZ Funds, Forward Planning are paid a referral commission by NZ Funds of 0.4% of the fund value annually, upon transfer.

### **Conflicts of interest**

Commission payments can be considered as a conflict of interest; however, we manage this conflict by prioritising your interests above our own. We follow an advice process that ensures our recommendations are based on your objectives, needs and circumstances. We further achieve this by:

- Avoiding any production requirements for one product provider
- Not accepting gifts or incentives offered by product providers
- Having access to a range of product providers

FPL pays its employees by way of salary and they may also be entitled to a share of any commissions for business they introduce.

### **Complaints handling and dispute resolution**

If you are not satisfied with our Financial Advice service, you can make a complaint by contacting our Internal Complaints Scheme by phoning Russell on 03 365 7430, or by email [russell@forwardplanning.co.nz](mailto:russell@forwardplanning.co.nz), or by writing to "Internal Complaints"; Forward Planning LTD, PO BOX 76205, Northwood, Christchurch, 8548.

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.
- If we are unable to resolve your complaint immediately, we will aim to resolve it within 10 working days. If we can't, we will contact you within that timeframe to let you know we need more time to consider your complaint.
- We will contact you by phone or in writing 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 aren't satisfied with the way we propose to do so, you can contact our external dispute resolution provider, the Insurance and Financial Services Ombudsman Scheme. They provide a free and independent dispute resolution scheme that may help investigate or resolve your complaint if we have been unable to do so. They can be contacted at:  
Email: [info@ifso.nz](mailto:info@ifso.nz)  
Phone: 0800 888 202  
Post: PO BOX 10-845, Wellington, 6143

### **Our duties and obligations to you**

FPL, and anyone who gives financial advice on our behalf have duties under the Financial Markets Conduct Act 2013, relating to the way we give advice. We are required to:

- Listen to your needs and concerns, and treat you fairly and with respect
- Ensure you understand the nature and scope of the service you ask us to provide
- Give priority to your interests 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
- Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services. These are designed to make sure that we have the expertise needed to provide you with advice.
- Meet standards of ethical behaviour, conduct and client care set by the Code of Professional conduct for Financial Advice Services. These are designed to make sure we treat you as we should and give you suitable advice.
- Ensure you understand our advice and recommendations, including any risks or limitations
- Keep you informed and communicate in a clear and effective manner.

This is only a summary of 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)