

Your Adviser:

Financial Advice Provider:

**CIC Financial Limited
FSP707131**

Licensing status:

Full Licence (Class 2)

Address:

**14 Walker Street
Christchurch CBD**

Financial Adviser:

**Kieran Sutherland (FSP422026)
Alex McDuff (FSP1003107)**

Qualifications:



Bachelor of Commerce

Contact Details:

Kieran@cicfinancial.nz

alex@cicfinancial.nz

03 377 3693

What We Do:

We help people get where they want to go.

We do this by providing high quality financial advice, in plain English, to give confidence to make better money decisions.

Areas of Financial Advice Provided:

CIC Financial Limited only provides financial advice in the following areas:

- Financial Scenario Modelling
- Mortgage/Home Loans
- KiwiSaver and Investments
- Personal risk insurance products* for individual NZ consumers
- Business owner protection plans in the areas of share purchase/business succession, securing debt & personal guarantees, business overheads protection and keyperson/locum plans.
- 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 includes 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).*

We only provide financial advice about products from certain providers:

- For mortgages, we work with ANZ, BNZ, Sovereign, Co-operative, SBS and numerous specialist lenders.
- For life insurance, we work with Asteron Life, Fidelity Life, Cigna, Partners Life, and AIA.
- For health insurance, we work with Southern Cross, Accuro/UniMed, NIB, AIA, Partners Life.
- For KiwiSaver, we work with Booster, Pathfinder, Milford, Kernel Wealth, ANZ/OneAnswer, Generate, NZ Funds, Superlife.

Our Obligations To You:

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

that means we:

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
6. Maintain the ethical and behavioral standards required by our professional body (Chartered Accountants) in addition to the duties of care required by NZ law.

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.

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 CIC Financial 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 CIC Financial Ltd.

An estimate of fees for any particular engagement can always be provided in advance, our preference is to agree a fixed price in advance.

For Investment and KiwiSaver Advice, we charge, or receive between 0.20% - 0.75% of funds under management. This is charged directly to your investment or KiwiSaver funds.

Commissions:

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

The gross amount of commission payable to CIC Financial Ltd on any particular recommendation will be disclosed specifically

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

- Personal Insurance Products typically up to 240% x the first years premium paid by a client, with an ongoing commission typically of 7.5%-10% of the annual premium
- Group Insurance Products typically up to 20% x the annual premium, continuing to be paid annually
- For mortgages, typically between 0.55% - 0.85% of the loan value, with an ongoing commission of 0.00% - 0.20%.

Conflicts of Interest:

We have no financial interest in any insurance company, bank, investment 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.

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

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 at all 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 CIC Financial Ltd
- CIC Financial Ltd uses all gross revenue to pay the operating expenses of running a compliant professional business.
- CIC Financial Ltd then has pays its' tax obligations on the "net profit" after costs.
- What's left, if any, is available to Kieran Sutherland as the sole shareholder and adviser as personal remuneration.
- Typically the potential conflicted remuneration for the Financial Adviser (Kieran Sutherland) amounts to between 35-50% of gross revenue in any given year.

What a client pays is 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 Kieran Sutherland; Director; CIC Financial Limited in the first instance so that we may try to fix the problem.

We will try and ensure your complaint is addressed and resolved satisfactorily within a 10 working day timeframe.

kieran@cicfinancial.nz
03 377 3693

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 Insurance & Financial Services Ombudsman, 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. Contact details below:

Insurance & Financial Services Ombudsman

Mail: info@ifso.nz
Telephone: (Call Free) 0800 888 202
Physical Address:

Your Privacy:

When working with you we will be collecting personal information from you in order 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 also 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 secured computer systems at our place of business.

All staff employed by CIC Financial Ltd have access to all client files, and in addition to CIC Financial 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:

- 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 CIC Financial Ltd.

