

# Important information about us

Tim and Max Arrowsmith are financial advisers who run a licensed financial adviser business called Arrowsmith Financial Services Ltd. Tim and Max are both financial advisers and the areas they provide advice on are detailed below.

Arrowsmith Financial Services (FSP715071) is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.



## You can contact us at:

**Address:** 355 Devonport Road, Tauranga, 3112  
**Phones:** 027 751 9190 (Max Arrowsmith) or 021 221 4416 (Tim Arrowsmith)  
**Email:** [admin@arrowsmithfs.co.nz](mailto:admin@arrowsmithfs.co.nz)  
**Website:** [www.arrowsmithfs.co.nz](http://www.arrowsmithfs.co.nz)

## Areas we can provide you with financial advice

- **Personal life, sickness and disability insurance** needs and products
- **Business life risk insurance** needs and products
- **Health insurance** needs and products
- **Business life and disability insurance** needs and products
- **Residential lending** (mortgages) needs and products
- **Fire and General** personal and business products
- **KiwiSaver** information and application assistance only

We do not give advice on life investment products including whole of life, endowment, unit linked insurance and insurance bonds.

## We source products from the following companies:

### For life risk insurances

- Asteron Life
- AIA
- Fidelity Life
- Cigna
- Partners Life
- Accuro (Health insurance only)
- NIB (Health insurance only)
- Southern Cross (Health insurance only)

### For KiwiSaver

- Generate

### For lending (Banks)

- BNZ
- Sovereign Home Loans

### Fire and General

- Vero
- Zurich
- Delta

### For lending (Non-banks)

- Pepper Money
- RESIMAC

## Our duties and obligations to you

We have duties and obligations under the Financial Markets Conduct Act 2013 relating to the way I give advice. I am required to:

- Ensure you understand the nature and scope of advice you ask me to provide.
- Provide a service that is relevant to that agreed scope of advice and suitable to your circumstances and needs.
- Listen to your needs, concerns, preferences and to treat you fairly and with respect.
- Act with integrity and give priority to your interests and not my own.
- Exercise care diligence and skill.
- Meet the necessary standards of competence, knowledge, and skill required.
- Ensure you understand my recommendations and any associated risks.
- Keep you informed along the way and communicate in a timely, clear, and effective manner.

This is only a summary of the duties that I have. More information is available by visiting the Financial Markets Authority website at: [www.fma.govt.nz/compliance/role/financial-advice-provider/#dapDuties](http://www.fma.govt.nz/compliance/role/financial-advice-provider/#dapDuties)

## How we get paid

### Commission

Arrowsmith Financial Services Ltd gets paid in the form of commission by the lender, insurance company or KiwiSaver fund that you place our recommended products with. The amount of the commission is based on the amount of the premium for insurance, any loan amount or KiwiSaver balance. These commissions vary depending on the product provider used and will be detailed at the time any advice is provided to you.

Other fees or charges may apply in certain circumstances and as follows:

### Fees and charges

Arrowsmith Financial Services does not charge fees, expenses or any other amount for any financial advice provided to its clients.

## Conflicts of interest

To ensure that we prioritise your interests above our own, we follow an advice process that ensures our recommendations are based on your objectives, needs and circumstances. I further manage possible conflicts of interest by:

- Choosing product providers based on your needs and not on the commission we may receive
- Avoiding any production requirements for one product provider
- Not accepting any gifts or incentives offered by product providers
- Having access to a range of product providers
- Using third party product research as part of our analysis
- Having our processes audited annually by a reputable compliance adviser – Strategi Ltd.

## Duties Information

Arrowsmith Financial Services, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice

We are required to:

- 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).

This is only a summary of the duties that we have. More information is available by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>

## Complaints and disputes

If you are not satisfied with our service or financial advice, please tell us as soon as possible so that we can try and resolve this for you to the best of our ability. It is our intention to provide the best possible service we can for our clients and will do our best to try and resolve any complaint received as quickly and effectively as possible. You can make a complaint by calling 021 221 4416 or emailing [admin@arrowsmithfs.co.nz](mailto:admin@arrowsmithfs.co.nz). You can also write to us at P.O. Box 78, Tauranga, 3114

We will follow our **internal complaint process**:

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint
- We will contact you by phone, email, or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints scheme, you can contact our external disputes resolution scheme, Financial Service Complaints Ltd. They provide a free and independent dispute resolution service that may help to investigate or resolve your complaint if we haven't been able to do so to your satisfaction.

Call: Karen Stevens - Insurance & Financial Services Ombudsman – 04 499 7612  
Email: [info@iombudsman.org.nz](mailto:info@iombudsman.org.nz)  
Write to: P.O. Box 10 845 Wellington 6143