



## **CONFLICTS OF INTEREST AND INCENTIVES**

I am an employee and shareholder of Allcover Financial Limited and work on a salary.

Allcover Financial Limited receives commissions for personal risk insurance between 1.8 and 2.3 of the first year's premiums of your policy – the amount depends on which insurance company and which insurance policy you choose.

Allcover Financial Limited receives a commission of between 5% and 10% of the premium for each year the policy remains in force which is to fund ongoing assistance with your policy. In addition, Allcover Financial Limited may receive commission of between 15% and 30% of the first year's premiums of your policy, depending upon which insurance company and which policy you choose.

Allcover Financial Limited receive commissions ranging between \$40.00 and \$300.00 for KiwiSaver plans implemented, depending on balance transferred or contributions paid. Allcover Financial Limited also receives a commission of 0.25% of funds under management each year the plan remains under our supervision, this is used to fund ongoing assistance with financial advice and support to you.

Allcover Financial Limited receives commissions of 20% of your policy premium for travel insurance plans implemented.

To ensure that I prioritise your interests above my own, I follow an advice process that ensures my recommendations are made based on your individual goals and circumstances. I complete annual training about how to manage conflicts of interest. We undertake compliance audits, and we review our compliance program regularly.

## **COMPLAINTS HANDLING AND DISPUTE RESOLUTION**

If you are not satisfied with our financial advice service, you can make a complaint by emailing [info@allcover.co.nz](mailto:info@allcover.co.nz) or by calling: 09 693 6291. You can also write to us at: PO Box 35477, Browns Bay, Auckland 0754.

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 we can't, we will contact you within that time to let you know we need more time to consider your complaint.
- 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 way we propose to do so, you can contact Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service

Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint to your satisfaction.

You can contact Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service by emailing [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz), or by calling: 0800 347 257.

You can also write to them at: PO Box 5967, Wellington 6140.