Your Adviser:

Financial Advice Provider:
Rodgers Insurance Advisers Limited
FSP718892
Licensing status:
Class 1 Full Financial Advice Provider Licence

Address:
27 Maygrove Drive
Orewa 0931
Auckland

Financial Adviser:
Michael Rodgers FSP210345

Qualifications:
Bachelor of Commerce in Marketing
Level 5 Certificate in Financial Services

Contact Details:

mike@rodgersinsurance.co.nz
www.rodgersinsurance.co.nz

P 027 256 8362



Mike has been working in the NZ financial services industry as a Financial Adviser since 2012. Mike has a Bachelor of Commerce (BCom) Degree in Marketing and has gained his Level 5 Certificate in Financial Services. Mike is also a member of FSCL (Financial Services Complaints Limited). Over Mike's years in the industry, he has guided his clients through many successful medical and risk insurance claims. Mike & Rodgers Insurance has a 5 star google rating. Insurance has long been in the Rodgers family blood, as Mike's father Alex, began Alex Rodgers Insurance brokers in 1975.

What We Do:

We are your personal risk management specialists. We tailor specific plans that align with your current goals, to help protect your greatest asset – your health.

Areas of Financial Advice Provided:

Rodgers Insurance Advisers Ltd only provides financial advice in the following areas:

- Personal risk insurance products* for the staff members of group insurance schemes
- Personal risk insurance products* for individual NZ consumers

*Personal risk insurance products include: life insurance, trauma, permanent disability, income protection, mortgage protection and health insurance, and does NOT include General Insurance product lines (e.g. house, contents, cars, liability policies).

For Life insurance product - we work with Fidelity Life, AIA & Partners Life.

For Medical insurance products - we work with Partners Life, AIA & NIB.

Our Duties

Under the Financial Markets Conduct Act 2013 we are bound to:

- give priority to client's interests
- exercise care, diligence and skill
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct

Disciplinary history you should be aware of:

None. 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 generally do not charge fees for our services, however reserve the right to do so with the client's consent.

Commissions:

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

The gross amount of commission payable to Rodgers Insurance Advisers Ltd on any particular recommendation will be disclosed specifically prior to implementation of any product or plan.

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

- Group Insurance Products typically up to 20% x the annual premium, continuing to be paid annually
- Personal Risk Insurance Products can be up to 230% x the first years premium paid by a client, with an ongoing commission typically of 10% of the annual premium. Medical Insurance Products typically up to 155%, with a trail commission typically 7.5%. As an adviser we can opt to take a lower up front commission with a higher renewal commission as an alternative to the structure above.

Referral Commissions we may receive:

We have many clients who ask us who they can speak to in regards to reviewing their current mortgage arrangements, or applying for a new mortgage. We refer these clients onto Clayton D'Lima from Mortgage Design Brokers. If Mortgage Design Brokers are able to help a client secure a new mortgage, that was a referral from Rodgers Insurance Adviser Ltd, Mortgage Design Brokers pay Rodgers Insurance Advisers Ltd a referral fee of 25% of the upfront commission received from this new mortgage taken out.

Conflicts of Interest:

We have no financial interest in any insurance 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, as we do not participate in insurer-funded conferences or entertainment or functions as a rule, or any sales campaigns or similar incentives.

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

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 commissions are paid to Rodgers Insurance Advisers Ltd
- Rodgers Insurance Advisers Ltd uses all gross revenue to pay the operating expenses of running a compliant professional business.
- Rodgers Insurance Advisers Ltd then pays their tax obligations on the "net profit" after costs.
- What's left, is available to Mike Rodgers as the sole shareholder and adviser as personal remuneration.
- Typically the potential conflicted remuneration for the Financial Adviser (Mike Rodgers) amounts to approximately 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 Mike Rodgers; Director; Rodgers Insurance Advisers Limited, in the first instance so that we may try to fix the problem.

mike@rodgersinsurance.co.nz
027 256 8362

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 Financial Services Complaints Limited, 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, and it can help us resolve any disagreements.
You can contact:
Financial Services complaints Limited

Mail:	info@fscl.org.nz
Telephone:	(Call Free) 0800 347 257
Physical Address:	Level 4, 101 Lambton Quay Wellington 6011
Postal Address:	PO Box 5967 Wellington 6140

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 Rodgers Insurance Advisers Ltd have access to all client files, and in addition to Rodgers Insurance Advisers 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:

- Insurers and other 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 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 Rodgers Insurance Advisers Ltd.

Additional Privacy Notice:

We will virtually *always* email clients with documents, instructions, consents, applications, and all other forms required by law or out of our professional obligations.

Rodgers Insurance Advisers Ltd uses Pipedrive (a CRM system), which automatically saves all email correspondence between the adviser and client. These emails are saved long term on Pipedrive as part of our ongoing record keeping process.



27 Maygrove Drive, Orewa, Auckland 0931 Ph: 027 256 8362