

## DISCLOSURE INFORMATION – TAYLOR MADE ADVICE LIMITED

### Licence Information:

Taylor Made Advice Limited (FSP 704851) holds a licence issued by the Financial Markets Authority to provide a financial advice service. Taylor Made Advice Limited can be found on the Financial Services Provider Register.

### Nature and Scope of the Financial Advice Provided

Taylor Made Advice Limited provides advice services to our clients to ensure they can mitigate financial risk. The tools available to achieve this are insurance policies such as life, trauma, income and mortgage protection, total and permanent disablement policies, and private health insurance.

We can also provide advice on KiwiSaver and work with 4 providers (listed below). Investing in KiwiSaver is one tool to ensure you manage the risk of reaching retirement with insufficient funds to live the lifestyle you want.

### Our Services:

- Risk Planning – Personal and Business risk
- KiwiSaver Planning

### Products I can advise on:

- KiwiSaver
- Life Insurance
- Accidental death cover
- Income Protection
- Mortgage Protection
- Trauma Insurance
- Health Insurance

### Insurance providers that I may recommend:

- Accuro Health – a brand owned and operated by Union Medical Benefits Society Limited (Unimed).
- AIA Services New Zealand Limited
- Asteron Life Limited
- Fidelity Life Assurance Company Limited
- NIB NZ Limited
- Chubb Life Insurance New Zealand Limited
- Partners Life Limited

In addition to the above, we can also provide advice on historic life insurance policies in place with AMP but are unable to transact any new policies. We will not provide advice on existing whole of life or endowment products. You will need to consult a specialist if you would like advice on these products.

We utilise independent research provided by Quality Product Research Limited when considering insurance policies. This research classifies and ranks policy wordings by provider, highlighting differences. Resulting ratings allow us to ensure the policies we recommend are fit for purpose.

KiwiSaver advice considers published returns, quality of communication and investment ethos relevant to the client.

#### KiwiSaver Schemes that I may recommend:

- NZ Funds KiwiSaver Scheme
- Generate KiwiSaver Scheme
- Booster KiwiSaver Scheme
- Pathfinder Scheme

#### Referral Arrangements

- Financial Planning and investment advice will be referred to MFAS (Medical Financial Advisory Services Limited).
- Fire and General insurances can be referred.
- Mortgage advisers can be referred to you if required.

#### Fees and Expenses

We passionately believe that New Zealanders need to have the right protection plan in place. As such we do not charge a fee for clients to implement an insurance plan.

I receive commissions from the relevant insurance providers if you choose to take up my advice and a policy is put in force. The amount of the commission is based on the amount of the premium.

The commission I receive covers the business expenses incurred by Taylor Made Advice Limited, such as compliance, IT support, CRM system, PA support and professional indemnity insurances.

Please be aware that **you may be charged in certain circumstances:** -

- *If you are not currently a Taylor Made client, we may charge a fee if we are asked to assist with a claim for your policy.*
- *If you are not currently a Taylor Made client but would like us to take over your existing policies and act as your intermediary between your current insurer and yourself.*
- *If we were to place your cover with an insurance provider, and you then chose to discontinue with your insurance within the first 2 years of policy issue. In this situation all, or a percentage of the commission received will need to be paid back to the insurance company by Taylor*

*Made Advice Limited. In fairness we ask that we can reserve the right to charge for the time that we put into ensuring your insurances are appropriate for you. The fee for this service is \* \$2,156.25. We have provided you with a breakdown of this fee.*

- *If undertaking a specific assignment, for which an agreed consultancy fee may be charged. An example of this would be research into your options with ACC.*

We will discuss with you the nature and total amount of any fees that you will be charged, and how they must be paid, prior to you going ahead with this service. Our standard fee is \$250 per hour. All fees and charges are quoted exclusive of GST.

\*Fee charged if cover is policy cancelled within the first 2 years of inception:-

Introductory meeting and Fact find	1 hour
Research and plan preparation	2 hours
Plan presentation and insurance implementation	2.5 hours
Administration	2 hours
Total	7.5 hours at \$250 per hour \$1,875 plus GST

### **Conflicts of Interest, Commissions, and Incentives**

Our financial adviser, Lynda Taylor is remunerated by way of a salary paid to her by Taylor Made Advice Limited. Taylor Made Advice Limited generates income by way of commissions.

This may be seen as an inherent conflict of interest, but this conflict is mitigated by the following: -

- We follow an advice process that is designed to ensure all recommendations are made based on the client's circumstances and financial goals and are suitable for the client.
- We are here for our clients and to advise you as best we can throughout the relationship – this is from the very first meeting through to implementation of your policy/ies, regular reviews, and support at claim time.
- Our advice is comprehensive – levels of recommended cover, premium structures, policy type and insurance provider are always well thought out and communicated to our clients.
- We use independent and comprehensive research to assist us when considering the right policies for our clients.
- Recommendations are not just based on this research regarding policy wordings but also client's health at time of applying, and our knowledge of insurers delivery at underwriting and claim time.
- We are not required to place any level of business with any supplier or financial organisation. Taylor Made Advice Limited may be eligible for bonus payments from certain insurance providers. Under this arrangement we have no obligation to meet any product quota or to recommend a particular provider.

**Commissions payable by insurance providers for life policies.**

Commission type	Asteron	AIA	Chubb	Fidelity	Partners Life
Upfront	Up to 200%	Up to 190%	Up to 230%	Up to 200%	Up to 200%
Renewal	5% years 2 and 3 10% year 4 +	Up to 20%	Up to 15%	Up to 7.5%	Up to 35%

**Commissions payable by insurance providers for health policies.**

Commission type	Unimed	AIA	NIB	Partners Life
Upfront	25%	Up to 120%	Up to 70%	Up to 100%
Renewal	Up to 15%	Up to 20%	0 – 25%	5%

**KiwiSaver Advice** – Fund managers may pay an upfront fee to the adviser which ranges from \$50 to \$300 depending on the balance of the KiwiSaver portfolio. The fund manager will then pay an ongoing advice fee which varies by provider. These fees are therefore paid by the client.

**Specific commissions and fees will be advised at time advice is given.**

From time to time our product providers may assist us with:

- Training and professional development
- Funding to assist with marketing activities.
- Provision of software to assist in illustrating financial choices.
- Invitations to lunches, sporting or other events of interest.

## Complaints Handling and Dispute Resolution

Even with the best of intentions, complaints sometimes arise. Taylor Made Advice Limited is committed to ensuring that all client complaints are handled and resolved in a professional, fair, and timely manner in accordance with our Client Complaints Policy. If you are not satisfied with our financial advice services, you can make a complaint by contacting us at:

Lynda Taylor

E [lynda@taylormadeinsurance.net.nz](mailto:lynda@taylormadeinsurance.net.nz)

D 09 213 3422

M 021 667 934

When we receive a complaint, we will record this in our complaints register and try to resolve it immediately. 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.

Our aim is to resolve complaints within 5 working days. If we cannot, we will contact you within that time to let you know we need more time to consider/rectify your complaint.

Once resolved via our internal complaints process, we will ask you to confirm back in writing that you are satisfied with the resolution of the complaint.

### Our External Complaints Procedure

If we cannot resolve your complaint, or you are not satisfied with the way we propose to do so, you can contact FSCL, an approved dispute resolution scheme who provide a free, independent dispute resolution service that may help investigate or resolve your complaint.

You can contact Financial Services Complaints Ltd (FSCL) at:

PO Box 5967, Lambton Quay, Wellington 6145

13th Floor, 45 Johnston Street, Wellington

T. 0800 347 257

E. [info@fscl.org.nz](mailto:info@fscl.org.nz)

W. [www.fscl.org.nz](http://www.fscl.org.nz)

## Privacy Act 2020

Taylor Made Advice Limited collects personal information about you to:

- Provide you with quality advice on products and services.
- Open, administer and operate financial products and services.
- Maintain your contact information.
- Fulfil our obligations under the applicable regulations, such as compliance advisers, assessors, or the Financial Markets Authority.
- Provide regular newsletters and other information.

### Privacy Amendment Act 2025 Indirect collection of personal information

Sometimes we collect personal information about people from third parties rather than directly from them. When we do that, we take steps to make sure the person is aware of the collection, the reason for it, who the information may be shared with, who we are, and how they can ask for access to or correction of their information.

To keep this information practical and up to date, we publish an Indirect Collection Source Schedule. It lists the third parties we commonly collect from, the types of information involved, the purpose of collection, and the intended recipients.

You can view the [current schedule here](#)

If you would prefer a copy, contact: [lynda@taylormadeinsurance.net.nz](mailto:lynda@taylormadeinsurance.net.nz).

It is understood that any information gathered for your Plan is personal, and we undertake to keep this information confidential and secure. The information is held via the cloud, and on our CRM system, and some paper files are held at our offices. We are required by regulation to hold your information for the duration of our association and should this end, for 7 years thereafter. The Privacy Act 2020 gives you the right to request access to, and correction of, your personal information.

## Duties

Taylor Made Advice Limited advisers, and anyone who gives financial advice on our behalf, have legal duties relating to the way that we give advice: We are bound by the duties of the Financial Markets Conduct Act 2013 to:

- Give priority to the client's interests; by taking all reasonable steps to make sure our advice is not materially influenced by our own interests.
- Exercise care, diligence and skill when providing advice.
- Meet standards of competence, knowledge and skill set out in 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); and
- Meet standards of ethical behaviour, conduct and client care as set out by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that 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 contacting us, or by visiting the Financial Markets Authority website at [www.fma.govt.nz](http://www.fma.govt.nz).

## Contact details: Taylor Made Advice Limited (FSP 704851)

### Physical:

C/- MFAS offices  
Level 3,  
155 Parnell Road  
Parnell,  
Auckland 1052

### Postal:

78 Queen Street, Northcote Point, Auckland 0627

### Website:

[www.taylormadeinsurance.net.nz](http://www.taylormadeinsurance.net.nz)

D 09 213 3422

M 021 667 934

E [lynda@taylormadeinsurance.net.nz](mailto:lynda@taylormadeinsurance.net.nz)