



ELEMENT
FINANCIAL

Disclosure Statement



ELEMENT FINANCIAL DISCLOSURE STATEMENT

Element Financial Limited (FSP740931) is the Financial Advice Provider.

You can contact us at:

Phone: 027 619 4106

Email: jonty@elementfinancial.co.nz

Address: c/-1 Albert Street, Auckland CBD, Auckland 1010

Licencing Information

Element Financial Limited (FSP740931) holds a Full Licence (Class 1) issued by the Financial Markets Authority to provide financial advice.

Nature & Scope of Advice

Element Financial provides personalised advice to our clients about their mortgages and life and health insurances. We also provide limited advice on KiwiSaver.

We only provide financial advice about products from certain providers:

For mortgages, we work with the following lenders

- ANZ, ASB, BNZ, Westpac, Sovereign, Resimac, Bluestone, Bank of China, Basecorp

For health & life insurance we use the following companies

- AIA, Chubb, Partners Life, nib, Fidelity Life, Asteron Life

For KiwiSaver we work with the following providers

- Booster, Pathfinder

In providing you with financial advice, we will only consider existing term life products. We will not provide advice on existing whole of life or endowment products, so you would need to consult a specialist if you would like advice on those products.

When providing you with limited advice around KiwiSaver, we will provide you with generic advice based on what is usually suitable for people in a particular group based on common characteristics (such as age, etc). Our advice will not take into account your own individual needs or your personal situation except to the extent necessary to identify the group to which you may belong. You can use this generic advice to form your own opinion about whether the standard recommendations are right for you personally.



Generic recommendations may not be suitable for you. If you are concerned that this may be the case, you may benefit from comprehensive financial advice. Please let us know if you would like more comprehensive financial advice and we will direct you to somebody else to provide this advice.

The nature of our advice is limited as outlined above. We will not provide you with financial advice on products other than those identified above.

Fees or Expenses

Element Financial is paid directly from the financial product providers it deals with on your behalf, which enables our advisers to work with you free of charge.

However, Element Financial may charge a fee for the financial advice provided to a client where the client cancels a Life or Health insurance policy within 24 months of inception, or a mortgage/loan is discharged within 27 months from drawdown.

This fee is to compensate for the business for time spent helping create a financial solution for you as some, or all, of the revenue received will need to be paid back to the financial product provider in the event of cancellations happening in those timeframes.

But if that cancelled policy/mortgage is replaced with another on the advice of an Element Financial adviser, then no fees would be payable.

Whether a fee will be charged, the manner in which it would be charged and the amount will be clearly discussed with the client. The fee will be payable by the 20th of the month following the cancellation of the insurance policy or mortgage.

Conflicts of Interest & Incentives

If you decide to take out an insurance policy, have a mortgage arranged to settle on property, or sign up to a KiwiSaver provider, based on the advice given by our advisers, the relevant product provider (insurance company, lender, KiwiSaver provider) will pay a commission to Element Financial. The amount of commission is based on allocated percentages of the amount of the annual insurance premium, amount of lending advanced or the KiwiSaver balance.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sport events, hampers or other incentives.

To ensure that our financial advisers prioritise the clients interests above their own, we follow an advice process that ensures our recommendations are made on the basis of the clients goals and circumstances. All our financial advisers undergo annual training about how to manage conflicts of interests, and the gifts and incentives we receive. Element Financial also undertakes a compliance audit, and a review of our compliance programme is undertaken annually by a reputable 3rd party compliance adviser.



Complaint Handling and Dispute Resolution

If you are dissatisfied in any way with the service provided to you by Element Financial you can make a formal complaint by contacting company director and Compliance Manager Jonty Horrocks by email jonty@elementfinancial.co.nz or on 027 619 4106. You can make your complaint verbally, by email or letter.

We will acknowledge your complaint within 2 days and try to resolve your complaint within 10 business days. We may need to ask you for further information or agree on an extension if the issue is complex or there are issues outside our control.

If we cannot agree on a resolution you can contact our independent external dispute resolution scheme, Insurance & Financial Services Ombudsman Scheme (IFSO).

IFSO is an external financial dispute resolution scheme approved by the Minister of Consumer Affairs under the Financial Service Provider (Registration and Dispute Resolution) Act 2008.

The Scheme can be contacted at <https://www.ifso.nz/> or 0800 888 202.

They will investigate your complaint and work to facilitate an agreed resolution. If this is not possible the Scheme may make a formal decision which is binding on Element Financial, but not you unless you accept the decision. The process is free to you and the Scheme will assist you to lodge your complaint.

Duties Information

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

We are required to:

- Give priority to your interests by taking all reasonable steps to make sure our advice is not 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 that we have the expertise needed to provide you with 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 <https://www.fma.govt.nz>.



Mortgage Advice



Life Insurance



Health Insurance



KiwiSaver