



About Us – Insurance & Investment Services Ltd NZ Pensions

It is important that you read and understand these terms and conditions, as they describe the obligations of both you, NZ Pensions and Insurance and Investment Services Ltd regarding the services we provide.

Contact

Authorised Financial Adviser: **Norm Waldon - FSP76483**

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Experience and Qualifications

Norm has been a Financial Adviser since 2002. He gives advice on investments and insurance, and specialises in UK Pension transfers, assisting New Zealanders returning from overseas and UK migrants planning to retire here.

Norm is an **Authorised Financial Adviser (AFA)**, authorised under section 55 of the Financial Advisers Act 2008 to provide financial advice and investment planning services, and holds the Associate Financial Planner (AFP), Associate Life Underwriter (ALU) and National Certificate in Financial Services qualifications.

ABOUT NZ Pensions, and Insurance & Investment Services Ltd

NZ Pensions is a trading name of Insurance and Investment Services Ltd, and has been in use since 2007, specialising in UK Pension transfers. Since that time NZ Pensions has helped hundreds of clients successfully transfer their UK Pension savings to qualifying superannuation schemes in NZ.

Insurance and Investment Services Ltd also provides a personalised service for individuals and families looking for Life Insurance, Income Replacement, Medical Cover, KiwiSaver and Investment advice. Detailed information can also be found in our disclosure documents.

OUR SERVICES

UK Pension Transfers

NZ Pensions offers a comprehensive UK Pension Transfer service, with a range of portfolios and **QROPS schemes** to suit client risk profiles and investment preferences. Transferring your UK Pension makes perfect sense if you now live in New Zealand and are planning to retire here.

Pensions are complex and the UK rules change constantly – with your pension savings here in NZ you will be in control, and you can trust that your funds will be invested wisely and safely for your retirement in a diversified managed superannuation scheme.

We **organize the entire transfer process for you** – your funds will be in your ownership and control throughout, transferring directly from your UK scheme to your new scheme in New Zealand.

NZ Pensions does not give taxation or legal advice – there can sometimes be NZ taxation implications for pension transfers undertaken once a migrant's 4 year residency period has elapsed, and we always recommend that clients obtain the appropriate independent taxation and legal advice as applicable.

Investment and Retirement Planning

We can help you develop a suitable investment plan – whether this is growing a nest egg for a comfortable retirement, or whether you already have a lump sum accumulated and want to invest further for the future. In most cases this planning process is quick and easy, however if your circumstances are complex and you require a more comprehensive solution then we can refer you to an appropriate Financial Planning specialist.

Investment and KiwiSaver Implementation Services

If you have a specific investment requirement and would like some advice and assistance on implementing that investment, we can help. You may already know the investment outcomes you are looking for and would just like some advice on which type of fund or product could work for you.

We can help you with simple investment savings to meet your financial objectives. You may want to generate an income in retirement, start saving for future goals, or invest the proceeds from the sale of another asset.

We have several **Managed Investment Funds** available for clients, offering a range of diversified portfolios to suit your risk profile – these funds accept lump sum deposits or regular savings, and withdrawals can be paid to you at any time, or periodically if you wish.

Kiwisaver has to be the basis of any retirement plan, and we can assist with arranging an appropriate portfolio with one of the three Kiwisaver schemes we have available for clients.

It is easy to join or switch to another scheme - whether you are already in Kiwisaver and would like us to advise you, or whether you have not joined Kiwisaver yet, we can help with investment advice to ensure to make the most out of the Kiwisaver opportunity.

Personal and Business Insurance Planning

An insurance plan can be tailored specifically for you, to ensure you have in place the insurance protection you need, at an affordable cost. You tell us about you and your circumstances, then we work to develop the right product options to protect you and your loved ones.

Our plans and recommendations can include the following insurance products :

Life Cover Trauma Protection Income Replacement Key Person Cover

Mortgage Protection Health Insurance Total & Permanent Disablement Cover

Insurance Product Advice and Implementation

If you already know what Insurance you want, quotes and product options can be arranged without planning and advice from us, on a quote and implementation only basis. We can then help you implement the products with the insurer to ensure you get what you cover you require, at a competitive price.

HOW WE GIVE ADVICE

We follow a simple three step process when providing advice;

1. We agree exactly what type of service you want and identify your requirements.
2. We prepare a plan, or recommend product options, to meet your needs or requests.
3. We agree any implementation and other actions to ensure the service and products work for you.

All Plans are provided in writing, and at the end of the process we give you a complete copy of all documentation for your reference and records. We then remain your Financial Advisers and point of contact for any alterations that may need to be made over time as circumstances and lifestyle changes, as well as portfolio alterations, withdrawals or deposits, and investment advice.

We are only an email or phone call away, and are here to help. We rely on you letting us know if any adjustments need to be made to your insurances or investments over time, as well as if your addresses and contact details change.

OUR PRODUCT PARTNERS

Insurance and Investment Services Ltd works with a group of well-established suppliers with whom we have contractual relationships. This means that we have a close working relationship with these companies and often talk directly to the actual people who manage your investments or insurance policy; people like the investment fund managers, insurance underwriters and claims assessors. That way we can provide a great level of service and help you get the right results.

We always maintain at least **3 options in each product category** in order to be able to offer you a choice of provider, and for us to be able to make any of our recommended solutions the best fit for your circumstances from a range of suitable product options.

Insurance and Investment Services Ltd does not have any production performance agreements with any particular product provider, and does not have any commercial relationships or contractual arrangements that present any particular conflicts of interest to consumers generally which would be reasonably likely to materially influence us in providing any financial adviser service.

UK Pension Transfers – NZ QROPS Superannuation Schemes

AMP NZ Retirement Trust
Fidelity Super-Super Plan
iSelect Superannuation Scheme
Britannia Retirement Scheme

Managed Investment Funds

OneAnswer Funds (ANZ Investments)
Select Wealth (JMI Wealth)
Synergy Investments (Consilium)

Kiwisaver Superannuation

AMP Kiwisaver Scheme
Booster Kiwisaver Scheme
OneAnswer Kiwisaver Scheme (ANZ)

Personal and Business Insurance

Accuro Health Insurance
AMP
Fidelity Life
NIB Health Insurance
Onepath Life
Partners Life
Sovereign

Professional Bodies

Norm is a member of 'Financial Advice New Zealand', and as a condition of membership adheres to the FANZ Code of Ethics and FANZ Practice Standards in all facets of professional practice. Norm is also a member of the AAA Advisers Association.

Professional Indemnity Insurance

NZ Pension and Insurance and Investment Services Ltd has professional indemnity insurance which covers all areas of practice as listed above. This insurance provides protection for clients for:

- any error or omission;
- defamation;
- employee dishonesty; and
- includes full "prior acts" protection.

The underwriter is Lumley General Insurance (NZ) Ltd and as with all insurances, these covers have limitations and are subject to certain exclusions terms and conditions.

ADVICE

Insurance and Investment Services Ltd will have regard to your circumstances and objectives as provided by you when providing you with any financial advice or planning service.

In the event you decline to provide requested information regarding your objectives, financial situation or particular needs to us, or provide incorrect or false information, we can only provide you with a Product Only Advice Service or Transactional Services.

Product Only or Transactional Services are based on your request; we will therefore not be providing personalised financial advice to you.

What this means is that we will not consider all your relevant personal circumstances such as your current situation, needs, objectives or the appropriateness of your requests with regard to the former when actioning your requests, nor provide advice relating to the merits or subject matter of transactions.

Any limitations may mean that the resulting implementation is not totally suitable for your personal circumstances.

Please ask me if you are not sure what type of advice or service you require.

WHAT I NEED FROM YOU SO I CAN GIVE YOU THE RIGHT ADVICE

Any advice I give is based on an analysis of the information you provide, or the information provided by your authority from your UK Pension Scheme, Fund Manager or Insurance Company.

- You need to provide me with all information you know that is relevant to the services that I will be providing for you including information about your financial situation, needs, goals and tolerance for risk.
- You need to notify me if your personal circumstances change during the advice process – both at this initial stage and on an on-going basis.
- You need to notify me of any changes to your contact details, especially telephone numbers and email addresses.

If you are unsure or uncertain why certain information is being requested – **please ask me to clarify.**

FEES AND REMUNERATION

Insurance and Investment Services Ltd and NZ Pensions will not normally charge you a direct fee for the financial adviser services provided to you (unless this has been specifically requested by you and we have agreed). We may receive commissions directly from an insurance product provider, or any investment implementation fees via a Fund Manager (which are paid from any initial investment funds deposited by you, or received from a UK Pension transfer or other financial institution).

The nature and total amount of fees or commissions, and when and how they will be paid, will be disclosed to you in our Secondary Disclosure Document. We do not accept cash payments.

PLANNING FEES

Under some circumstances, Insurance and Investment Services Ltd reserves the right to charge a fee for the planning and implementation of an Investment Proposal. These fees will be determined by the complexity of the plan, and will be agreed with you and clearly documented prior to any engagement of a planning service.

REMUNERATION

We will set out the remuneration we receive in the secondary disclosure statement given to you when providing you with advice.

PROCEDURES FOR DEALING WITH CLIENT INVESTMENT MONEY AND SECURITIES

We do not receive or handle monies directly.

We cannot use your money or securities for another client's benefit or to pay our own expenses.

We do not maintain client accounts directly. Any money received from you for the purchase of securities or the proceeds from the sale of your securities will be held on trust separately from our own accounts.

The custodian or trading partners will handle any securities received on your behalf in accordance with your instructions.

GENERAL

These terms and conditions apply to any transaction, financial or otherwise or any services provided by NZ Pensions and Insurance and Investment Services Ltd.

You acknowledge that Insurance and Investment Services Ltd is neither obliged to accept you as a client, nor to provide you with any explanation for refusing you services where a decision is made to do so. Insurance and Investment Services Ltd retains the right not to provide services or issue products to any applicant.

Additional terms and conditions not stated herein may apply to the specific products or services NZ Pensions and Insurance and Investment Services Ltd provides. We will provide you with any such additional terms and conditions if applicable. In the event of a conflict, such additional terms and conditions will take precedence in respect of the products and services to which they apply.

PRIVACY

We need to collect your personal information for the purpose of:

- Evaluating and determining your request for advice;
- Maintaining relevant records and advice reports.

In providing our adviser services to you, you consent and give authority to us to obtain your personal information from or disclose your information to, the following parties:

- the Regulator and external compliance personnel or any service provider when implementing any of my recommendations or variations thereof, and/or supplying products to you;
- compliance advisers/personnel, product providers whom we have an agreement with, insurance companies, any claims investigators and claims assessors, ACC, financial institutions and any other persons or agencies deemed relevant;
- other professionals such as solicitors, accountants, finance brokers, financial planners when such services are required to complement this advice, and/or as requested by you;
- any other individual or organisation where disclosure is required by law.

In providing our adviser services to you, you consent to your information being used by Norm Waldon, members of the staff of NZ Pensions and Insurance and Investment Services Ltd, and administrators on our behalf, product providers whom we have an agreement with, reinsurers and other companies for the purposes for which your information was collected.

The information is held by Insurance and Investment Services Ltd at the offices listed in this document and on our systems, some of which are cloud based.

Under the Privacy Act 1993 you have the right to access and correct your information that we hold about you. We will rely on you to keep us informed of any changes to all of your contact details and any other personal information. If you wish to obtain access to, or correct your information about you please contact us.

You agree to provide all additional information as requested by us and comply with all reasonable requests from us to facilitate our compliance with AML/CFT Laws.

LIMITATION OF LIABILITY

We will use best endeavours and act in good faith. You acknowledge that investments and investment markets are volatile and subject to fluctuations which cannot be foreseen, so no particular results can be guaranteed. We are not liable to you for any loss, liability, actions, claims, damages, costs, or expenses arising out of our advice, act or omission by you or us.

ENDING OUR ENGAGEMENT

Unless otherwise stated, either party may terminate these Terms and Conditions by giving not less than 7 Business days' notice, in writing. After termination, Insurance and Investment Services Ltd will not action any unexecuted orders or request. Termination does not affect any rights or obligations that arose prior to termination such as fees payable for our services.

CHANGES

We may vary these Terms at any time subject to the following limitations:

1. You will be notified in writing of any variations that could cause you detriment and given an opportunity to terminate your account without penalty. Following a 14-day period after notice of such variation is sent, you are deemed to accept the new terms and conditions at the time of your next instruction or transaction with us.
2. Where a variation does not cause you detriment, a notice may be provided by being posted on our websites or by any other form of notice. You have 7 days to accept the new terms and conditions before your next transaction with us.
3. Hard and or soft copy versions of the Terms of Engagement will be sent to you upon request.

Confirmation of your acceptance of these terms will be recorded in your NZ Pensions or Insurance and Investment Services Ltd Scope of Service and Client Acknowledgement Sections.