

KSIR Management Limited

Public Disclosure



WHO ARE WE?

KSIR Management Limited is an independent financial advice provider based in Hamilton. We are authorised to provide a financial advice service under a license issued by the Financial Markets Authority to KSIR Management Limited

OUR CONTACT DETAILS AS FOLLOWS:

KSIR Management Limited
330 Tristram Street,
Hamilton
P: 07 834 4332
M: 021 272 7722
E: simon@ksir.co.nz

PO Box 237, Waikato Mail Centre,
Hamilton, 3240

WHAT SERVICE DO WE OFFER?

We specialise in providing life insurance solutions from our approved insurance providers to help you manage life's bumps in the road. Some of our financial advisers also advise on AIA and Sovereign investment products.

OUR APPROVED PRODUCT PROVIDERS ARE:

Risk and Health

- AIA (Including Sovereign)
- Cigna

Risk Only

- Asteron Life
- Fidelity Life
- Partners Life

Health Only

- nib
- Southern Cross

WHAT DOES OUR COST?

Insurance

You will not be charged a fee, at any time, for any advice given even if you do not take any of the insurance cover recommended for you.

HOW ARE OUR FINANCIAL ADVISERS REMUNERATED?

Commissions from product providers

Our approved product providers pay KSIR Management Limited and our financial advisers a commission when you purchase a financial product (such as an insurance product) and on an ongoing annual basis. In some cases, our approved product providers may also pay an additional variable commission. During the advice process your financial adviser will inform you of all commissions payable and who will receive them.

Referral commissions

In some circumstances your financial adviser may refer you to another professional (for example, an investment adviser). In return, your financial adviser may receive a share of the commission payable to the professional. Likewise, if another professional refers you to a financial adviser, they may receive a share of the commission payable to the financial adviser.

Other incentives

From time to time our product providers may offer your financial adviser other forms of incentives. These may include, for example, tickets to an event such as a rugby game. During the advice process your financial adviser will inform you of any material incentives that they receive as a result of the advice provided to you.

How do you know you're getting the right advice?

We pride ourselves on the high standards we require of our financial advisers. All of our financial advisers receive training on ethical conduct and must also follow our advice process. Our advice process is designed to ensure that your financial adviser's recommendations are made based on your goals and circumstances and are suitable for you. To make sure that you are getting the right advice we also have quality assurance processes in place to monitor our financial advisers and, if we find something that's not quite right, we will fix it for you. These processes help us to manage conflicts of interest relating to the commissions our financial advisers receive.

What duties do our financial advisers have?

Your financial adviser has legal duties relating to advice they give. They are required to:

- give priority to your interests by taking all reasonable steps to make sure their advice isn't materially influenced by their interests, or ours
- 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 we treat you as we should, and give you suitable advice).

This is a summary of these duties. More information is available by contacting us or by visiting the Financial Markets Authority website.

What if I'm not happy with the service provided?

We are committed to providing you with quality advice that meets your needs. If you are not happy with any aspect of our service we will do our best to put it right for you. If you have a complaint you can choose to raise this directly with your financial adviser or you can lodge it directly with us by either phone, email or post.

COMPLAINTS

At KSIR Management Limited we do all we can to provide you with the best service. We value your feedback and will do our best to resolve your complaint within a fair and reasonable timeframe. In most cases, your adviser should be able to resolve the matter with you. In some cases, a more in-depth investigation may be needed.

How our complaints process works

Here's how our complaint resolution process works:

Investigate and resolve

After we receive your complaint we will conduct an investigation to resolve your complaint. Depending on complexity, this may take time, so please allow up to one month for us to review and explore all possible resolutions before coming to a final decision.

What happens if you have been issued a letter of deadlock

If we cannot resolve your complaint to your satisfaction you can contact the Insurance & Financial Services Ombudsman Scheme which is a free independent dispute resolution service designed to resolve complaints between consumers and financial service providers. If we issue a letter of deadlock, and your complaint is within their jurisdiction, you may be able to refer your complaint to the IFSO, and they may be able to help investigate or resolve your complaint.

INSURANCE & FINANCIAL SERVICES OMBUDSMAN SCHEME

PO Box 10-845

Wellington 6143

New Zealand

Telephone: 04 499 7612 or Freephone: 0800 888 202

Email: info@ifso.nz

For more information on the IFSO and when they can help, please refer to www.ifso.nz.