



**DISCLOSURE PROCESS FOR SARAH HANSON, INSURANCE ADVISER, SPRATT
FINANCIAL SERVICES FSP1002733**



Sarah is an Insurance adviser and advises on Life, Health and Disability Insurance.

Spratt Financial Services 2004 Ltd (FSP81241) holds a licence issued by the Financial Markets Authority to provide financial advice.

Spratt Financial Services 2004 Ltd provides advice to our clients about their life insurance and health insurance. Our financial advisers provide financial advice in relation to life insurance and health insurance.

We provide financial advice about products from certain providers:

For life insurance, we work with the following companies: American International Assurance (AIA), Asteron Life, Chubb Life, Fidelity Life, Partners Life and Resolution Life.

For health insurance, we work with: nib Health, Southern Cross Healthcare and AIA Life. In providing you with financial advice, we will only consider existing term life, trauma, income protection and health insurance policies (if any).

We will not provide advice on existing whole of life or endowment products, so you will need to consult a specialist if you would like advice on those products.

FEES OR EXPENSES:

Spratt Financial Services does not charge fees, expenses or any other amount for the financial advice provided to its clients.

CONFLICTS OF INTEREST AND INCENTIVES:

Spratt Financial Services 2004 Ltd receives commissions from the providers on whose products we give financial advice (the insurers). If you decide to take out insurance, the provider will pay a commission to Spratt Financial Services. The financial advisers are salaried employees.

The amount of commission is based on the amount of the premium. From time to time, product providers may also reward us for the overall business we provide to them. We do not accept these offers which are typically tickets to sports events, hampers, or other incentives.

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our recommendations are made on the basis of the client's goals and circumstances. All our financial advisers undergo annual training about how to identify and manage conflicts of interest. We maintain registers of conflicts of interests and incentives we are offered. Spratt Financial Services 2004 Ltd monitor this register and provides additional training where necessary, as well as performing an annual review of our compliance programme.

COMPLAINTS HANDLING AND DISPUTE RESOLUTION:

If you are not satisfied with our financial advice service, you can make a complaint by emailing:

complaints@sprattfinancial.co.nz,

or by calling: Allan Mearns on 09 307 8200 or 021 422 821

You can also write to us at:

Spratt Financial Services
PO Box 99-481
Newmarket 1149
Auckland

When we receive a complaint, we will consider it following our internal complaints process:

We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.

We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.

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.

If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact:

The Insurance & Financial Services Ombudsman Scheme Inc.

L2, Solnet House,

70 The Terrace,

Wellington 6143

0800 888 202

<http://www.ifso.nz>.

The Insurance & Financial Services Ombudsman Scheme Inc. provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we haven't been able to resolve your complaint to your satisfaction.

DUTIES INFORMATION:

Spratt Financial Services 2004 Ltd, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

Give priority to your interests by taking all reasonable steps to make sure our advice isn't 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 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 <https://www.fma.govt.nz>.

CONTACT DETAILS:

Spratt Financial Services 2004 Ltd (FSP 81241) is the Financial Advice Provider.

You can contact us at:

Phone: 09 307 8200 or (021) 337 556

Email: sarah.hanson@sprattfinancial.co.nz

Address: Level 1, 3 Morton Street, Auckland 1010.