



Manutahi Services Ltd

“Providing Affordable and Sustainable insurance options”

Primary Disclosure Statement (Financial Adviser)

Name and registration number of Registered Financial Adviser: **Mark Sutherland Scown** FSP545667, trading under **Manutahi Services Ltd** registered as a Financial Advice Provider (FAP) (FSP771615)

Address: 562 No 10 Road, RD6 Rangiora, 7476

Trading name: Manutahi Services Limited

Cell number: 027 5310611

Email address: <mark@markscown.co.nz>

Website: <markscown.co.nz>

Statement Prepared 8th July 2022 – superseding version 1; dated 15th March 2017 & v2 22nd Feb, 2021

It is important that you read this document

This Disclosure statement will provide some useful information about Mark Scown, Manutahi Services Ltd. In addition I must disclose to you in this statement, information about the types of services that I provide, the fees that I charge, and any actual or potential conflicts of interest & Complaint processes and procedures. It also highlights duty of care and code of conduct.

What sort of adviser am I?

Manutahi Services Ltd (FSP771615) has been approved on 5th July, 2022 to hold a Full Financial Advice Provider (FAP) licence (Class 2) under section 396 Financial Markets Conduct Act 2013. I am also registered with the insurance & Financial Services Ombudsman Scheme. Hold Level 5, NZ Certificate in Financial Services (Life, Disability & Health Insurance (25-03-2022))

Nature and scope of advice

As a Financial Adviser, I am approved to give advice on personal risk insurance products as defined in the Financial Advisers Act 2008 including:

- **Life Insurance** - helps you to provide financial security for your loved ones when you die
- **Trauma Protection** – helps you to cope financially in the event of a major illness or injury.
- **Income Protection** - gives you additional financial security by providing you with a replacement monthly income when illness or injury prevents you from working and earning an income yourself.
- **Mortgage Protection** - is similar to income protection but not offset by any on-going income e.g ACC.
- **Medical Insurance** - gives you the security of knowing you have protection and options available should you experience health issues.
- **Business and General** - covers are especially designed to protect the owner of a business if something should happen to them or a 'Key' person in the business
- **ACC Levy Advice** - We understand the inside-outs of ACC for self-employed persons, and can assess whether your premiums are working to give you the best all-round cover.

Accredited Providers

Manutahi Services is accredited to use the following insurance providers, **PartnersLife, AIA, Chubb, Asteron & Accuro**.

I am not approved to give financial or investment advice.

Duties Information

Manutahi Services Ltd, 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.

Following an initial meeting with a client where a full 'Needs Analysis' is conducted and client views, their risk assessment and tolerance are established; the Adviser will go away to prepare a full Statement of Advice, that will provide recommendations, considerations and options to best manage the identified risks that are considered 'fit for purpose' both now and into the future.

At all times the Adviser will follow the code of professional practice for financial advice services and FMA guidelines. The adviser will exercise care, diligence and skill in providing you with advice. The Adviser will meet standards of competence, care, knowledge and skill, as set by the Code of Professional Conduct for Financial Advice services. Equally, the Adviser will meet standards of ethical behaviour, conduct and client care.

How do I get paid for the services that I provide to you?

Payment type	Description
<input checked="" type="checkbox"/> Commissions	I receive payment solely from insurance companies who are providing your policies. How much that payment will be, depends on the level of cover that you agree to take. This is calculated as a percentage of your annual premium. Typically this ranges from 120% to 200%.
<input checked="" type="checkbox"/> Fees	Manutahi Services may charge an Administration fee for the financial advice it had provided, if you cancel your policy within two years of inception. This fee will account for client consultation hours (2-4hrs). Statement of Advice preparation and research), (6-10 hrs) The hourly rate will be \$120 (including GST) per hour. This fee will be payable by the client by the 20 th of the month after an invoice is issued.

What are my obligations?

As a Registered Financial Adviser, I must comply with the Code of Professional Conduct for Financial Advice Services in accordance with Part 4 of the Schedule 5 of the Financial Markets Conduct Act 2013. I also have other obligations under Financial Advisors (Disclosure) Regulations 2010, and under general law. In summary, this means that:

- I will treat clients fairly
- Will act with integrity
- Give financial advice that is suitable (and that I'm accredited to give)
- Ensure that the client understands the advice
- Protect client information
- Have general competence, knowledge and skill
- Keep competence, knowledge and skills up to date

To ensure that I prioritise your interests above my own, I follow an advice process that ensures my recommendations are made on the basis of your individual goals and circumstances. I complete annual training to ensure product knowledge is up to date. I maintain a conflicts of interest register and conduct an annual review of compliance processes.

Conflicts of Interest?

Financial Advisers receive commissions from insurance providers dependent on the level of cover taken by a client and the premium that is set. From time to time, insurers may provide advisers with a reward for continuing support. This may include, but not limited to providing subsidised training and professional development. However, we prioritise the client's interests and needs and follow an advice process that ensures our recommendations are made in the best interests of the client to meet their goals and circumstances so that their cover is considered 'Fit for purpose' both now and into the future, to ensure long-term affordability and sustainability.

Complaints handling & dispute resolution

What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please tell us so that we can try to fix the problem. Written complaints should go to mark@markscown.co.nz. All complaints will be considered against our internal complaints process and logged in a Complaints register. A statement of this complaints process, including direction to access free independent advice will be given to the complainant within 2 working days. We will endeavour to resolve the complaint within 10 working days. We may need to get back to you to get further information during this time. We will contact you via email to let you know whether we can resolve your complaint and how we intend to do so.

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact the Insurance & Financial Services Ombudsman Scheme (IFSO). This service will cost you nothing, and will help us resolve any disagreements or issues.

Contacts:

Insurance & Financial Services Ombudsman Scheme <www.ifso.nz> 0800 888 202 or (04) 499 7612

If you need to know more, where can you get more information?

If you have a question about anything in this disclosure statement or you would like to know anything more about me, please ask me. I would encourage you to view our website @ markscown.co.nz where more in-depth information can be found.

If you have a question about financial advisers generally, you can contact the Financial Markets Authority. www.fma.govt.nz

How am I regulated by the Government?

You can check that I am a registered financial services provider at <http://www.fspr.govt.nz>. The Financial Markets Authority (FMA) authorises and regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings. You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under **Complaints handling & dispute resolution**).

Declaration

I, Mark Sutherland SCOWN, declare that, to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Markets Conduct Act 2013 and the Financial Advisers (Disclosure) Regulations 2010.

Signed:

Date: 5th July, 2022

Version 3.0 July 2022

I / we have read and understood this disclosure statement for Manutahi Services Ltd, presented to Me / us.

Name 1: _____ X _____

Name 1: _____ X _____

Date: ____/____/____