



## DISCLOSURE INFORMATION

### Licensing Information

Cosgroves F & G Limited (FSP739911), trading as Cosgroves F & G Limited are a Financial Advice Provider (FAP) and is named as an Authorised Body to provide a financial advice service under the FAP Licence held by PSC Connect NZ Ltd.

PSC Connect NZ Ltd (PSCCNZ) (FSP331526) is the Transitional licence holder, as approved by the Financial Markets Authority (FMA).

There are no special licence conditions imposed.

### Nature and Scope of the Advice

Cosgroves F & G Limited provides advice to clients about General Insurance and our Financial Advisers provide financial advice in relation to these financial advice products.

We will not provide advice on Life and Health Insurance, Investments, Kiwisaver, Medical Insurance or Mortgages, so you will need to consult a specialist if you would like advice on those products. We can refer a specialist to contact you if you require.

Cosgroves F & G Limited can provide financial advice on a variety of products from a wide range of New Zealand based and overseas providers and includes but is not limited to:

Financial Advice Products	Providers	
Business Insurance	AIG	Mecon
Property	Allianz	Nautical Marine
Business Interruption	Ando	NM Insurance
Commercial Vehicles	Berkshire Hathaway	Protecsure
Marine	Certain Underwriters at Lloyd's	QBE
Trade Credit	Chubb	Sage
Travel	Classic Cover	Rosser
Liability	Club Auto	Salt Marine
Engineering/Contract Works	Concordia	Star Insurance
Event Cancellation	Covermore	Sunderland Marine
Forestry	Delta	TAI
Mobile Plant	Dual	TLC Insurance
House	Euler Hermes	UAA
Contents	Event Cover	Vero
Private Motor Vehicles	IAG (NZI, Lumley)	Zurich
Boat Insurance		

We are not aware of any material limitations or restrictions on the scope of financial advice service we provide. If these are identified, we will disclose them to you.

## **How We Get Paid**

We earn our income from either a fee or commissions earned from providers or a combination of both.

### Fees and Expenses

Should you proceed with our financial advice and we arrange insurance for you, then a fee may be charged.

This fee will be based on the amount of work and time required to provide and implement our advice and will be shown on your invoice.

If we arrange insurance for you and you cancel it part way through the insurance period, we may keep some or all of that fee from any refund due to you by the provider.

We may charge a fee for making adjustments to your insurance during the insurance period. This fee will show on your invoice.

PSCCNZ retain a percentage of this fee for a range of professional services they provide to Cosgroves F & G Limited.

Sometimes other fees are charged that do not relate to the financial advice such as credit card fees. If so, we will advise you of this in our recommendation.

### Conflicts of Interest and Incentives

When we arrange insurance for you, the provider(s) may pay us a commission. The amount of the commission varies between providers and products and is based on a percentage of the Company Premium and Natural Disaster premium (if applicable).

If we arrange insurance for you and you cancel it part way through the insurance period, we may keep some or all of the commission from any refund due to you by the provider.

PSCCNZ retain a percentage of this commission for a range of professional services they provide to Cosgroves F & G Limited.

If a person or entity has referred you to us, we may pay them a percentage of the commission and/or fees we receive for their referral.

A financial adviser may have a conflict of interest in circumstances where financial advice has been provided to two clients who later have a dispute. If this occurs the financial adviser will disclose the conflict of interest to you and refer one client to another financial adviser for advice and assistance.

To ensure that our Financial Advisers prioritise your interests above their own, we follow an advice process that ensures our recommendations are made on the basis of the information you have provided and your unique circumstances.

We maintain a register of conflicts of interest, of gifts and any other incentives we may receive.

If we believe there is a conflict of interest – real or perceived – we will discuss this with you.

PSCCNZ and Cosgroves F & G Limited also undertake annual internal reviews to ensure compliance with these statements.

## Premium Funding

Premium funding enables you to pay the insurance premium by instalments, rather than make a lump sum payment.

Premium funding companies charge interest and they take a power of attorney over your insurance policy. This means they have the ability to cancel your insurance policy if you fail to pay an instalment.

If you enter into a premium funding arrangement, the premium funding company will pay Cosgroves F & G Limited a commission as a percentage of the amount they fund. We share some of this commission with PSCCNZ for the services they provide.

We will disclose the amount of this when we know the scope and nature of the advice you need and whether you want to pay by instalments.

## Complaints Handling & Dispute Resolution

Cosgroves F & G Limited is committed to providing its customers with excellent service, quality advice and products.

### Step One

If you are not satisfied with our financial advice service, you can make a complaint by emailing [insurance@cosgroves.co.nz](mailto:insurance@cosgroves.co.nz) or by calling (03) 312 0630. You can also write to us at 139 Raddens Road, Ohoka, RD2 Kaiapoi, 7692.

When we receive a complaint, we will consider it by following our internal complaints process. We will look at your complaint and let you know how we intend to resolve it. We aim to resolve complaints within 10 working days of receiving them.

### Step Two

If you and your Broker can't agree how to resolve the complaint, the Broker will refer it to PSC Connect's Compliance Manager for an independent review in accordance with PSC Connect's Internal Complaint and Dispute Resolution procedures.

If you're unable to make contact with your Broker or wish to speak to someone else, please contact either:

New Zealand Manager Dave Penfold <a href="mailto:dpenfold@pscconnect.co.nz">dpenfold@pscconnect.co.nz</a> 09 358 1186	Compliance Manager – New Zealand Denise Bourdôt <a href="mailto:dbourdot@pscconnect.co.nz">dbourdot@pscconnect.co.nz</a> 09 869 6676
--	---

### Step Three

Internal Complaint and Dispute Resolution procedure:

- a) PSC Connect's Compliance Manager will acknowledge receipt of your complaint within five (5) working days;
- b) Your complaint will be thoroughly examined. All complaints are taken very seriously and PSC Connect will make certain that all issues are considered carefully;
- c) The Compliance Manager will identify actions to try and fix the complaint and strive to respond and resolve your complaint within twenty (20) working days from the date they received notice of your complaint.

- d) If your complaint is more complex than first thought it may take longer than twenty (20) working days to resolve. PSC Connect's Compliance Manager will let you know the expected time it will take to resolve your complaint and will provide you with regular updates.

#### Step Four

If your complaint remains unresolved, or you're not happy with the outcome you can refer the matter to Financial Services Complaints Ltd (FSCL).

PSC Connect and its Brokers are all members of this independent external dispute resolution scheme approved by the Ministry of Consumer Affairs. There is no cost to you to use their services.

There are various ways to contact them:

Financial Services Complaints Ltd	
Post	PO Box 5967 Wellington 6140
Email	<a href="mailto:info@fscl.org.nz">info@fscl.org.nz</a> or <a href="mailto:complaints@fscl.org.nz">complaints@fscl.org.nz</a>
Phone	0800 347 257
Website	<a href="http://www.fscl.org.nz">www.fscl.org.nz</a>

You can download a Complaint Form from <https://www.fscl.org.nz/complaints/complaint-form>

#### Duties Information

Cosgroves F & G Limited, PSCCNZ and anyone who gives financial advice on their 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 as 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 FMA website [here](#).

## Identifying Information

Cosgroves F & G Limited (FSP739911), trading as Cosgroves F & G Limited is a Financial Advice Provider (FAP).

Our contact details are:

Phone: 03 312 0630  
Website: [www.cosgroves.co.nz](http://www.cosgroves.co.nz)  
Address: 139 Raddens Road,  
Ohoka 7692

Angela Lisa Syme (FSP74143) is a Financial Adviser of Cosgroves F & G Limited and her contact details are:

Phone: 027 367 7712  
Email: [insurance@cosgroves.co.nz](mailto:insurance@cosgroves.co.nz)

## GLOSSARY

<b>Authorised Body</b>	is an entity named on a financial advice provider's licence that can provide the licensed service without needing its own licence. Authorised Bodies must register on the Financial Service Providers Register as a financial advice provider.
<b>Financial Advice</b>	a recommendation or an opinion about buying or selling financial advice products
<b>Financial Advice Provider</b>	a business or individual who provides a financial advice service.
<b>Financial Advice Service</b>	engages one or more individuals to give financial advice on their behalf or provides financial advice on their own account.
<b>Financial Adviser</b>	is an individual registered on the Financial Service Providers Register to provide a financial advice service, who is not a financial advice provider.
<b>Financial Markets Authority (FMA)</b>	is the New Zealand government agency responsible for enforcing securities, financial reporting and company law as they apply to financial services and securities markets.
<b>Financial Service Provider</b>	FSP refers to Financial Service Provider a person who provides or offers to provide a financial service (as per the FSP Act)
<b>Financial Service Providers Register (FSPR)</b>	a searchable register of people, businesses and organisations that provide financial services in New Zealand. The register contains key information about FSPs including the financial services they provide, any relevant licences they hold and the dispute resolution scheme they belong to.
<b>Transitional Licence</b>	approved by the FMA and must be held with effect from 15 <sup>th</sup> March 2021 by a financial advice provider providing advice to retail clients.

