

Registration number of Financial Adviser:

FSP115706

Address:

139 Raddens Rd, Ohoka, RD2 Kaiapoi 7692

Company name:

Cosgrove Survival Specialists Ltd t/a Cosgroves Insurance

Telephone number:

03 312 0630

Email address:

admin@cosgroves.co.nz

This disclosure statement was prepared on:

15 March 2021

Cosgroves Survival Specialists Limited - FSP274545 holds a licence issued by the Financial Markets Authority to provide advice.

Mark Cosgrove is a financial adviser and is giving advice on behalf of Cosgroves Insurance.

It is important that you read this document.

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

Nature and Scope of Advice

Cosgroves Insurance provides advice to our clients about their life, income and trauma insurance and health insurance.

- For life insurance we work with five companies: AIA , Asteron, Fidelity, Cigna and Partners Life
- For health insurance we work with five companies: AIA, Nib Health, Partners Life, Southern Cross and Accuro Health

For Life, Income, Trauma and Health Insurance – Cosgroves Insurance and financial adviser receive commissions from the insurance companies on whose policies we give advice. If you take out an insurance product with us the insurer will pay Cosgroves and the financial adviser a commission. The amount of the commission is based on the amount of the annual premium payable.

Fees and Expenses

Cosgroves Insurance does not charge fees, expenses or any other amounts for advice given in respect of insurance.

Conflicts of Interest

To ensure that our financial adviser prioritises our client's interest above their own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances. Our financial adviser undergoes training on how to manage conflicts of interest on a regular basis. Our adherence to compliance requirements and our compliance program is audited annually.

If you are not satisfied?

If you are not satisfied with our financial advice service, you can make a complaint by emailing admin@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. If we cannot resolve your complaint to your satisfaction you can contact the Insurance and Financial Services Ombudsman scheme. The IFSO provides a free, independent dispute resolution service that may help investigate or resolve your complaint.

You can contact the Insurance and Financial Services Ombudsman Scheme by calling 0800 888 202, by visiting www.ifso.nz or emailing info@ifso.nz. You can also write to them at PO Box 10845, Wellington, 1643.

We are required to do what is right.

Cosgroves Insurance have duties under the Financial Markets Conduct Act to :

- Give priority to your interests by taking all reasonable steps to make sure our advice is not materially influenced by our own interests.
- Exercising care and diligence in providing you with advice.
- Meet standards of competence , knowledge and skill, standards of ethical behaviour, conduct and client care, set by the Code of Professional Conduct for Financial Advice Services.
- Treat clients fairly, act with integrity, ensure clients understand the advice given and protect client information.

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 www.fma.co.nz.