

## **DISCLOSURE STATEMENT**

### **Financial Adviser**

**Name of Financial Adviser:** Hope Appleton  
**Registration number of Financial Adviser:** FSP773814  
**Address:** 11 Tongariro Street, Taupo 3330  
**Telephone number:** 027 485 3335  
**Email address:** hope@zestbrokers.co.nz  
**This disclosure statement was prepared on:** 07 March 2023

#### **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.

#### **Licensing information**

Zest 2008 Limited (FSP119349) trading as Zest Brokers holds a licence issued by the Financial Markets Authority (the government agency that monitors financial advisers).

**I am a Financial Adviser giving advice on behalf of Zest 2008 Limited**, trading as Zest Brokers. I will provide you with financial advice in relation to your personal insurances (risk insurance and health insurance), and KiwiSaver as outlined below

I provide financial advice about risk insurance (life, trauma, income/mortgage protection etc) from:

- AIA.
- Asteron Life.
- Chubb Life.
- Fidelity Life.
- Partners Life.
- Resolution Life. (ex AMP)

I provide financial advice about health insurance from:

- Accuro.
- AIA.
- NIB.
- Partners Life.
- Southern Cross

For KiwiSaver I will provide you with general financial advice in relation to your investment in the investment products from below:

- ANZ
- Booster
- Generate Investments
- Koura Wealth
- Milford Investments
- NZ Funds.
- Various funds via AMP Wealth

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

For risk insurance and health insurance, Zest 2008 Limited will receive commissions from the insurance companies on whose policies we give advice on. If you decide to take out insurance, the insurer will pay a commission to Zest 2008 Limited as indicated below:

- The commissions range between 75 - 230% (risk) and 10 - 135% (health) of the first year of premiums for your policy. The amount depends on which insurance company and which insurance policy you choose.
- We also receive an ongoing commission of between 5 - 35% of the premium for each year the policy remains in force. The amount depends on which insurance company and which insurance policy you choose.

For KiwiSaver and investment products, Zest 2008 Limited will receive commissions from the provider on whose plans we give advice on. If you decide to take out KiwiSaver or a superannuation plan, the provider will pay a commission to Zest 2008 Limited as indicated below:

- The commissions range between \$0 - \$300 upfront.
- We also receive an ongoing commission of between 0.20 - 0.40% of the funds under management each year the plan remains in force. The amount depends on which provider and plan you choose.

I do not charge fees, expenses or any other amount for the financial advice I provide you.

However, if you cancel your insurance within 24 months of its start date, the insurer will reclaim any commission paid to us. If you do so without allowing us the chance to help you review your options, we will charge a fee based on the time spent getting the insurance approved and implemented. The hourly rate for this service is \$350 +GST, with a maximum clawback charge of \$3,000 +GST.

Zest 2008 Limited pays me a base salary.

## **How I manage conflicts of interest and incentives?**

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 needs and circumstances.

I complete ongoing training about how to manage conflicts of interest. I maintain registers that record conflicts of interest, and the gifts/incentives I may receive. Zest 2008 Limited monitors these registers and provides additional training where necessary.

Zest 2008 Limited undertakes a compliance audit, and a review of our compliance programme annually by a compliance officer.

## **What should you do if something goes wrong?**

If you are not satisfied with my financial advice service, you can make a complaint to:

Name: Larn Robinson  
Address: Zest 2008 Limited, PO Box 1761, Taupo 3351  
Phone: 021 331 858  
Email: larn@zestbrokers.co.nz

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 Financial Services Complaints Limited.

Financial Services Complaints Limited provide 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.

You can contact Financial Services Complaints Ltd (FSCL) - A Financial Ombudsman Service on:

Address: Financial Services Complaints Limited, PO Box 5967, Wellington 6145  
Phone: 0800 347 257  
Email: complaints@fscl.org.nz

### What are my obligations?

Zest 2008 Limited, and anyone who gives financial advice on their behalf (including myself) have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

I am required to:

- Give priority to your interests by taking all reasonable steps to make sure my advice isn't materially influenced by my 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 I 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 I treat you as I should and give you suitable advice).

This is only a summary of the duties that I have. More information is available by contacting me or by visiting the Financial Markets Authority website at [www.fma.govt.nz](http://www.fma.govt.nz).

### Our reliability history

Neither Zest 2008 Limited nor I have been subject to a reliability event. A reliability event is something that might materially influence you in deciding whether to seek advice from me. As an example, it would include legal proceedings against me, or if I had been discharged from bankruptcy.

### 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.

All the information I have discussed with you is available in writing. Please let me know if you wish to have a written copy.

### Declaration

I, Hope Frances Appleton 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; Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020; and Financial Services Legislation Amendment Act 2019.

Client Name: ..... Signed: ..... Date: .....

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