



Important Information about us

Our Business

Financial Sense Limited (FSP722071) holds a licence issued under the Financial Markets Authority to provide financial advice. Christine Hay is a director and sole adviser and is authorised to provide financial advice under the Financial Markets Authority (FSP 59901). Christine has over 20 years industry experience and has been successfully providing private financial advice services for her clients since 2001.

Nature and Scope of Advice

Financial Sense Limited provides advice to our clients about their investments, life insurance and health insurance and KiwiSaver.

Christine Hay, our financial adviser provides financial advice in relation to KiwiSaver, managed funds, some direct equities and bonds, life insurance and health insurance.

We only provide financial advice about products from certain providers:

For life insurance we work with Partners Life, Asteron, AIA, Cigna and Fidelity. For health insurance we work with NIB, Southern Cross, AIA and Partners Life

For KiwiSaver and investment products, we provide advice on a wide range of providers, NZ and Australian Based managed investment products, NZX50 and ASX200 equities, and NZ Government and Corporate Bonds.

Christine is free to recommend products of any financial product provider without restriction other than the requirement to act in the best interest of clients.

Fees and Expenses

The initial consultation with a client is free of charge and without obligation. From there, it can be agreed the nature and scope of advice that is required by the client and a fee may be charged depending on what work is required.

For investment advice the fee is usually calculated as a percentage of the amount to be invested. Whether a fee will be charged will be advised before the work is performed. If an hourly rate is charged, this will be advised prior to work being performed.

For insurances, we will receive a commission paid by the insurance company to the Financial Advice Provider. No fee is charged to the client. The amount of the commission varies depending on the premium of the insurance. There is also a small ongoing annual commission to cover the cost of ongoing annual reviews by the adviser.

For KiwiSaver advice, we do not charge for this service. It is our belief it is important for people to seek independent advice regarding KiwiSaver so prefer to give this advice for free to clients rather than create a barrier to obtaining advice. Some KiwiSaver providers will pay a very small commission to Financial Sense Ltd, however it is minimal and does not cover the time and cost of providing advice.

Conflicts of Interest and incentives

For life insurance and health insurance, Financial Sense and the financial adviser receive commissions from the insurance companies on whose policies we give advice. If you decide to take out insurance, the insurer will pay a commission to Financial Sense and your financial adviser. The amount of the commission is based on the amount of the premium.

To ensure that our financial advisers prioritise our clients' interests 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, Christine undergoes annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance programme is undertaken annually by a reputable compliance adviser.

Complaints Handling and Dispute Resolution

If you are not satisfied with our financial advice service, you can make a complaint by emailing christine@financialsense.co.nz, or by calling: 0275 730 152. You can also write to us at: P O Box 654, Napier.

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 cannot agree on how to fix the issue, you can contact Financial Services Complaints Limited (FSCL). This service is free of charge and will help us resolve any disagreements.

You can contact Financial Services Complaints Limited at
Address: P O Box 5967, Lambton Quay, Wellington 6145
Telephone number: 0800 347 257
Email address: info@fscl.org.nz

Duties Information

Financial Sense, 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

Financial Sense Limited (FSP722071) is the Financial Advice Provider.

You can contact us at:

Phone: 0275 730 152

Email: christine@financialsense.co.nz

Address: P O Box 654, Napier 4110

www.financialsense.co.nz