



# Glynns Financial

Insurances & Retirement Planning

## Licence Information

### Disclosure Statement

Glynns Financial Services Limited (FSP694971) is licensed by the Financial Markets Authority to provide a financial advice service.

We also have other obligations under the Financial Markets Conduct Act 2013, the Financial Services Amendment Act 2019 as well as the associated Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020 and other general laws, including the Privacy Act 2020.

## Nature and Scope of the Financial Advice Provided

Glynns Financial Services Limited provides financial advice and investment planning services relating to the following financial products:

**Investments such as Kiwisaver, Superannuation and Managed Funds**

**Life Insurance**

**TPD Insurance**

**Trauma Insurance**

**Income Protection Insurance**

## **Whole of Life/Endowment Insurance**

## **Health Insurance**

## **Fire & General Insurance**

## **Travel Insurance**

## **Other Personal Insurance**

To provide advice and offer solutions, we act as agents for the following insurance and investment fund providers:

### **Investment**

- AMP Wealth
- ANZ Investments
- Booster Fund Managers
- Generate Wealth
- InvestNow KiwiSaver Scheme
- InvestNow Managed Funds & Term Deposits
- Milford Asset Management
- Amova Asset Management
- NZ Funds Wealth Management
- Select Wealth Management

### **Life insurance**

- Resolution Life
- Chubb Life
- Fidelity Life
- Asteron Life
- Partners Life
- AIA Life

### **Health insurance**

- Partners Life
- Nib Health
- UniMed Health
- AIA Life

### **Fire & General**

- Vero Insurance
- Vero Liability Insurance
- Tower Insurance

### **Travel insurance provided by:**

- Allianz

Glynns Financial Services Limited does not generally provide financial advice on products not listed above. However, some clients may have investments in other financial products. Where this is the case, we may provide advice on those products as part of providing comprehensive financial advice to these clients.

### **Fees and Expenses**

Glynns Financial Services Limited may charge the following fees for financial advice:

- an initial advice fee for the time involved in meeting a client, obtaining all necessary information, and preparing and presenting a financial strategy;
- an ongoing financial advice fee for the provision of ongoing financial advice services; and
- where requested by a client, undertaking a specific assignment, for which an agreed consultancy fee may be charged.

We may charge you the following fees when giving you insurance advice:

- If you cancel or stop any insurance policy put in place by Glynn's Financial Services within the first 2 years, any commission paid by the provider will be clawed back. In this instance, we reserve the right to charge a fee for our time, which is \$250 per hour.

## Duties

Glynn's Financial Services Limited and anyone who gives financial advice on our behalf, have legal duties relating to the way that we give advice.

We must:

- give priority to our clients' 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 the 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); and
- 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 that 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 [www.fma.govt.nz](http://www.fma.govt.nz).

## Conflicts of Interest, Commissions and Incentives

Our financial advisers are remunerated by way of commission.

Glynns Financial Services Limited may receive commissions from the managed investment scheme managers on whose products we provide financial advice or in which our clients invest, insurance companies on whose policies we provide financial advice. These commissions are based on the amount of the sum invested or insurance premiums paid (as applicable).

To ensure that Glynns Financial Services Limited's financial advisers prioritise each client's interests above their own, they follow an advice process that is designed to ensure their recommendations are made on the basis of the client's circumstances and financial goals and are suitable for the client. Glynns Financial Services Limited also:

- has a quality assurance programme in place to monitor the advice our financial advisers provide;
- actively monitors compliance with our conflicts policies and procedures; and
- ensures training is provided to all Glynns Financial Services Limited financial advisers about how to manage conflicts of interest.

## Complaints Handling and Dispute Resolution

Even with the best of intentions, complaints sometimes arise. Glynns Financial Services Limited is committed to ensuring that all client complaints are handled and resolved in a professional, fair and timely manner in accordance with our Client Complaints Policy and associated procedures. If you are not satisfied with our financial advice services, you can make a complaint by contacting:

Glynns Financial Services Limited  
P O Box 247  
Greenhithe, Auckland 0756  
Attention: Daniel Glynn, Director  
T. 09-4144113  
E. [daniel@glynnsfinancial.co.nz](mailto:daniel@glynnsfinancial.co.nz)  
W. [www.glynnsfinancial.co.nz](http://www.glynnsfinancial.co.nz)

When we receive a complaint, we will consider it 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 5 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, an approved dispute resolution scheme who provide a free, independent dispute resolution service that may help investigate or resolve your complaint.

You can contact Financial Services Complaints Limited at:

P O Box 5967,  
Lambton Quay  
Wellington, 6145  
T. 0800-347257  
E. [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)  
W. [www.fscl.org.nz](http://www.fscl.org.nz)