



## **About Arise Financial Services**

Arise Financial Services (FSP768472) is a Financial Advice Provider that holds a license issued by the Financial Markets Authority (FMA) to provide financial advice services.

You can find us listed on the Financial Service Providers Register at [fsp-register.companiesoffice.govt.nz](http://fsp-register.companiesoffice.govt.nz).

Arise Financial Services is in Auckland & Tauranga, New Zealand, our insurance advisers are fully trained in their field and advisory services, which are offered after extensive investigation of our clients' needs. However, mainly the reason for our growth is that we are always in constant search of insurance products that can further benefit primarily our customer, either financially or in terms of benefits, even after the conclusion of a final contract. Our clients experience superior policy & risk management and claims service. We provide quality advice to ensure our clients' needs.

The conditions of our license allow us to provide the following financial advice services:

### **Personal Life Risk & Medical Insurance**

Arise Financial Services provide personalized advice that considers your individual circumstances to determine the personal risk products that best meet your personal goals and needs.

We follow a documented advice process that uses your personal situation to work out what's important to you, what products you need and how much cover you should have in place. We then recommend the provider that offers the cover most suited to your stated preferences.

### **Providers we work with**

Arise Financial Services have chosen to work with the following personal risk insurers:

#### **LIFE INSURERS**

AIA

Partners Life

Fidelity Life

Asteron Life

#### **Health Insurance**

AIA

NIB

Partners Life

#### **Travel Insurance**

SCTI

ALLIANZ



In providing you with financial advice, we will only consider existing term life, trauma, income protection and health insurance policies (if any). We will not provide advice on existing whole of life or endowment products, so you will need to consult a specialist if you would like advice on those products.

## **FEES & EXPENSES**

For Life and Health advice, Arise Financial Services does not charge fees, expenses or any other amount for any financial advice provided to its clients.

Arise Financial Services may charge a fee for the financial advice provided to a client where a client cancels a life or health insurance policy within two years of inception. Whether a fee will be charged and the manner in which it will be charged will be advised when the advice is provided to the client. This fee will be payable by the client by the 20th of the month after the policy is cancelled.

## **CONFLICTS OF INTEREST AND INCENTIVES**

For life insurance and health insurance, Arise Financial Services 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 Arise Financial Services. The amount of the commission is based on the amount of the premium; On Life Insurance Policies between 180% and 230% (GST inclusive) and service commission on annual basis of between 5% and 10%. On Health Insurance policies between 30% and 140% and service commission on an annual of 7.5%. For travel insurance between 15% to 20%.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives. 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. All our financial advisers undergo annual training about how to manage conflicts of interest. We maintain registers of conflicts of interests, and the gifts and incentives we receive Arise Financial Services monitors these registers and provides additional training where necessary Arise Financial Services performs an annual review of our compliance programme which is undertaken annually by a reputable compliance adviser.



### **What if something goes wrong**

We value the ability of our clients to provide feedback about the service they have received as well as the opportunity to put it right when they are unhappy with any aspect of our service.

If you would like to raise concerns about the service you have received, we have an internal complaint process that we will follow when we receive your formal complaint.

Our internal process involves:

1. Requesting your complaint in writing
2. Acknowledging receipt of your complaint within 2 working days of receiving it.
3. Investigating your concerns by speaking with all the involved parties and reviewing all the documentation we hold on to file.
4. Providing a formal written response within 28 days of acknowledging your concerns.

If you would like to make a complaint, please email: [vikaus@arisefinancialservices.co.nz](mailto:vikaus@arisefinancialservices.co.nz)

If you are unsatisfied with the outcome of our internal complaints process, you are able to escalate it to our dispute resolution scheme:

Scheme: Insurance & Financial Services Ombudsman Scheme  
Address: PO Box 10-845  
Wellington 6143  
Telephone number: 0800 888 202  
Email address: [info@ifso.nz](mailto:info@ifso.nz)

They are an independent dispute resolution service provider that helps resolve complaints about financial service providers, free of charge.

### **OUR DUTIES**

Arise Financial Services, 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>.