



## IMPORTANT INFORMATION ABOUT *EKSON FINANCIAL SERVICES*

### LICENSE INFORMATION

EKSON LIMITED (FSP756771) trading as EKSON Financial Services, holds a licence issued by the Financial Markets Authority to provide financial advice.

EKSON LIMITED t/a EKSON Financial Services

admin@ekson.co.nz

+6421-337709

Ground level, 119 Carbine Road, Mount Wellington, Auckland 1060, New Zealand

### NATURE AND SCOPE ENGAGEMENT

EKSON Financial Services provides advice to our clients about their life insurance, health insurance and KiwiSaver. We also provide business clients/individuals with advice in regards to business insurances for ownership, key person, owner's income and business liability protection.

Our financial advisers provide financial advice in relation to these financial advice products. We only provide financial advice about products from certain providers:

- For life insurance/business protection, we work with two companies – Partners Life & AIA
- For health insurance, we work with two providers – Partners Life & AIA
- For KiwiSaver, we work with one provider – Generate.

In providing you with financial advice, we will only consider new and 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.

### HOW WE OPERATE

To ensure that our financial advisers prioritise the client's interests above their own, we follow an internationally recognised professional advice process to ensure our recommendations are made on the basis of the client's goals and circumstances.



## CONDUCT

EKSON 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>.

## REMUNERATION

### FEES

EKSON Financial Services does not charge fees, expenses or any other amount for the financial advice provided to its clients. The FAP receives commissions based on the business you place with the providers we work with.

### COMMISSIONS

#### Business:

Typically, we are remunerated by way of commissions received directly from product providers (example below).

Type	Range
Upfront (upon implementation)	50-230% first year's premium
Ongoing	7-30% subsequent year premium

As we get to know you and what is important, we will provide more specific information in relation to any remuneration we receive as a result of any advice we provide. In line with the spirit of professional disclosure below are some guidelines.

## CONFLICTS OF INTEREST

We take any perceived or real conflicts of interest very seriously and have a dedicated policy for dealing with such issues whereby we avoid, disclose and/or manage any conflicts so that our client's interests are placed first and foremost.

For life insurance and health insurance, EKSON Financial Services 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 EKSON Financial Services and your financial adviser. The amount of the commission is based on the amount of the premium.

All our financial advisers undergo annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance programme 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 [admin@ekson.co.nz](mailto:admin@ekson.co.nz) or by calling: +6421-337709

You can also write to us at:

Ground level, 119 Carbine Road, Mount Wellington, Auckland 1060, New Zealand

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 (FSCL).

FSCL provides 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 FSCL by emailing [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz), or by calling: 0800 347 257. You can also write to them at: FSCL, PO Box 5967, Wellington 6140

## PRIVACY/DATA COLLECTION

To give our clients the very best advice we need to collect personal information about their financial circumstances. In the digital age that we live in, we take our responsibilities under the Privacy Act 2020 very seriously. Some key points:

- We only collect information relevant to the nature and scope of the advice we are providing
  - The accuracy of this information to our advice is critical, this is where we need your help
- Once collected we will protect any client information
- You can request any personal information or ask for it to be amended at any time
  - We will only share information where it is necessary to do so in providing the agreed services provided. If this is not part of our normal business we would only consider this with your express consent to do so. However, there are some third parties you may not be aware of that we may need to share your information with such as:
    - Financial Markets Authority (FMA) – the Regulator of financial services in New Zealand
    - External compliance agencies we may engage for quality assurance purposes.
    - We have policies and procedures for dealing with any data breaches ASAP.
- Any information no longer needed will be destroyed securely.



ver. 1  
30 Aug 2021

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<b>ASK US</b>
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We welcome any questions or queries you have in relation to this important information but more importantly, we look forward to working <b>with</b> you.
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