

**Public Disclosure Statement of Fritz Swart trading as Fritz Swart Insurance Services (FSIS)
in terms of current Financial Advice Legislation and Regulation in New Zealand**

Licensing information

Friedrich K E Swart (Financial Service Provider number FSP11234) Trading as Fritz Swart Insurance Services (herein after referred to as FSIS) holds a Financial Advice Provider licence issued by the Financial Markets Authority to provide financial advice.

FSIS provides advice to clients about:

Life insurance (lump sum and income); Health insurance (numerous different options); Disability insurance; (Lumps sum types and Income Protection options) and Trauma/Critical Conditions.

Advice is provided about products from AIA-NZ; Partners Life; Asteron Life and Cigna Life.

Fees and Expenses:

FSIS is paid a commission by insurance companies upon the successful placement of cover through them. Commission percentages varies widely depending on type of product.

For Life, Disability and Health It entail upfront commission for placing new business and also includes ongoing service commission. Upfront commission is fully clawed back from FSIS where a client cancels the policy within 1 year and pro-rata clawed back if the policy is cancelled from 13 to 24 months after inception. Where advice is given and no insurance is taken then FSIS receives no remuneration for work and time. Clients are not charged any fees by FSIS but receives remuneration from the insurance company and it is included in the insurance premiums paid by the client.

Conflicts of Interest. FSIS is not aware of any conflict of interest for the following reasons. Insurers are not paying incentives (as they used to do in years gone by) Only commissions are paid as per their standard structures for each type of product. Commissions percentages for same types of cover are similar with the insurers that FSIS use. FSIS places the majority of business with AIA following a long historical relationship going back to 2002 however product and rates are constantly reviewed and compared and FSIS will not place business with a specific insurer if another one has a more favourable product to fit a client's needs. In all instances FSIS consider only what is best for the client taking into account a combination of product quality, premium rate, financial strength rating and service. The advice is always measured using the following guideline: Advice should be the same as when FSIS would have advised if the advice was applicable to himself and his own family under the same circumstances. Should a conflict of interest ever arise in future then FSIS will inform a client that it may apply to, and follow the guideline above to ensure that the client's best interest is always prioritized.

Complaints handling and disputes resolution.

If you are not satisfied with FSIS's financial advice service you can make a complaint by emailing fritz@fritzswart.co.nz or by calling or texting 021 1838936.

When FSIS receives a complaint, I will consider it following my internal complaints process which is as follows:

I will consider your complaint and attempt to resolve it within 48 hours.

My office may need to contact you to get further information about your complaint.

I aim to resolve any complaint immediately (within 48 hours) but depending on the level of complication or seriousness it may take up to 10 working days of receiving them.

If I can't resolve it by then, I will contact you within that time to let you know we need more time to consider your complaint.

I 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 I can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can inform me that you declare a situation of deadlock.

In the unlikely event that a deadlock situation is reached and you still wish to escalate your complaint you need to notify me as such for the case to be referred to the

Insurance and Financial Services Ombudsman (IFSO) Disputes Resolution Scheme of which I am a paid member. The scheme provides a free, independent dispute resolution service that may help investigate or resolve complaints that cannot be resolved otherwise. Their contact details for making a complaint are www.ifso.nz/make-a-complaint or by phoning 0800 100 2000.

Duties information:

FSIS have duties under the Financial Markets Conduct Act 2013 relating to the way that I 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).

Availability of this statement:

This statement is always provided to new prospective clients by email. Clients can request it to be re-sent by e-mailing FSIS on fritz@fritzswart.co.nz

It is also available on my website at www.fritzswart.co.nz

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