

Gisborne Financial Services - Statement of Service

Disclosure Information

The following information provides you with an important overview of Gisborne Financial Services, our duties to you, fees, and how we manage complaints.

Licence Status and Conditions

Gisborne Financial Services Ltd, FSP106840, trading as GFS Insurance & Mort, holds a financial advice providers licence issued by the Financial Markets Authority.

Nature and Scope of Advice

Gisborne Financial Services provides advice to our clients on their home loans and personal risk insurance.

Our financial advisers provide financial advice in relation to:

- Home loans and the review of existing lending facilities.
- Personal risk insurance, such as life, trauma, income protection, total permanent disability, and health insurance policies.

When providing our advice, we access a wide range of home loan products and personal risk products from various insurance providers and lending institutes in the local market.

Fees, Expenses, or Other Amounts Payable

Gisborne Financial Services may charge you a fee, and charges, for providing financial advice. If a fee will be charged, you will be advised at the time the financial advice is provided.

Conflicts of Interest and Commissions or Other Incentives

Gisborne Financial Services is paid a commission from the personal risk product provider when arranging insurance with them on your behalf. The amount of commission received varies, as it is calculated as a percentage of the insurance premium charged. We are also paid a commission for any home loan application that is approved and drawn down through the lending institutes.

Gisborne Financial Services and its financial advisers may also receive indirect benefits such as business lunches, tickets to sporting and/or cultural events, corporate promotional merchandise, and other unquantifiable minor benefits.

We recognise that the above commissions and incentives may create conflicts of interest for Gisborne Financial Services and your financial adviser. To manage these conflicts:

- Our financial advisers follow an advice process that ensures our recommendations are made based on your financial goals and circumstances.
- All our financial advisers undergo training on how to manage conflicts of interest.
- We undertake compliance audits of our financial advisers and annually audit our conflict of interest compliance framework.

We may, however, choose to rebate all or some commissions and charge you a fee based on the nature of the service we provide.

Complaints & Disputes Process

If you are not fully satisfied with the services provided by Gisborne Financial Services, please contact your financial adviser or Gisborne Financial Services directly.

Gisborne Financial Services' complaints officer will formally acknowledge your complaint in writing and will endeavour to resolve your complaint fairly and in a timely manner. Please refer to our complaints section here for more details on Gisborne Financial Services' complaints handling process.

Duties

We believe in delivering the most appropriate advice, built upon our four core business pillars: Trust, Advice, Choice, and Value.

We are bound by duties under the Financial Markets Conduct Act 2013 (the Act).

We are required to:

- Meet certain standards of competence, knowledge, and skill, as set by the Code of Professional Conduct for Financial Advice Services (Code of Conduct). These have been designed to ensure that we have the relevant expertise to provide you with advice.
- Take reasonable steps to ensure that you understand the nature and scope of the advice we give you and let you know if there are any limitations on the advice we provide. This will help ensure that the advice provided meets your goals and objectives.
- Give priority to your interests, by taking all reasonable steps to ensure our advice isn't materially influenced by our own interests.
- Exercise a prudent level of care, diligence, and skill.
- Meet certain standards of ethical behaviour, conduct, and client care as required by the Code of Conduct. These standards are designed to ensure that we treat you as we should and give you suitable advice.
- Not offer or recommend a financial product that contravenes the Act or related regulations. This gives you peace of mind that the products we recommend are compliant with relevant laws.
- Make certain disclosure information available to you at certain times, for example when advice is provided. We must not provide false, misleading, or incomplete information.

You can access the Code of Professional Conduct for Financial Advice Services [here](#).

Contact Details

Gisborne Financial Services (FSP106840) holds a financial advice provider licence issued by the Financial Markets Authority.

You can contact us at:

- Phone: 06 868 8313
- Email: support@gisfin.co.nz
- Address: 333 Childers Road, Gisborne