

JenBro disclosure

Public Disclosure.

Our licence, the advice we give, how we're paid, and what to do if something goes wrong.

In this document, 'we', 'us' and 'our' means JenBro Insurance.

01 Licence status and conditions

JenBro Limited, trading as JenBro Insurance holds a Class 2 Financial Advice Provider licence, issued by the Financial Markets Authority, to provide financial advice. To view our licence, go to the Financial Service Providers Register <https://fsp-register.companiesoffice.govt.nz/> and search our Financial Service Provider (FSP) number FSP1007841.

We are licensed as a Financial Advice Provider by the Financial Markets Authority of New Zealand (FMA), www.fma.govt.nz.

As a licensed Financial Advice Provider, we have the following specific conditions on our licence that limit and restrict the advice we may give.

Conditions	None
Limits and restrictions	None

02 Nature and scope of the advice

JenBro Insurance and our advisers provide financial advice on Fire & General Insurance Products (for Commercial and Domestic clients) and Life and Health insurance products. JenBro Insurance does not provide advice on existing Endowment, Whole of Life, Investment or Investment Linked products.

Our Insurance product providers are Insurance businesses in New Zealand that are licensed by the Reserve Bank under section 19 of the Insurance (Prudential Supervision) Act 2010. The Insurers have a financial strength rating from an approved rating agency. The respective Insurer ratings can be viewed on the Reserve Bank's register at www.rbnz.govt.nz/regulation-and-supervision/insurers/licensing/register.

JenBro Insurance recommends Insurance product providers who have a minimum financial strength rating of A-. If the only insurance solution available is with an insurance product provider who has a financial strength rating

below A- then we will advise you of this and ask you to confirm in writing you have received disclosure of the financial strength rating and consent to the insurance being arranged with that Insurer.

We have access to most insurance markets in New Zealand (excluding direct Insurers) along with access to overseas markets as required. A list of the types of insurance we can provide financial advice on can be found in Appendix 1, and the product providers who provide such insurance products can be found in Appendix 2. The specific types of insurance that individual advisers can advise customers on may vary.

03 Trustworthiness history

No JenBro Insurance advisors or the entity has been subject to a reliability event.

A reliability event is something that might materially influence you in deciding whether to seek advice from JenBro Insurance, and may include:

- convicted of civil or criminal proceedings or regulatory action (in NZ or overseas) in relation to financial markets legislation, overseas law that regulates the supply of any financial services, any dealing in financial products
- publicly disciplined in last 5 years (Financial Advisor Act or disciplinary committee)
- discharged of bankruptcy (in NZ or overseas) in the 4 years before giving this advice
- convicted of a crime relating to dishonesty in the past 5 years

04 Our duties

To ensure we prioritise your interests above our own, we follow an advice process that ensures our recommendations are made based on your goals and circumstances. We complete training to understand and manage conflicts of interest. We maintain a register of conflicts of interests and any gifts and other incentives that we may receive and our compliance program is reviewed annually.

Our recommendations are not influenced by any conflicts of interest, and this is peer reviewed.

JenBro Insurance advisers give financial advice to clients on JenBro Insurance's behalf. When giving advice, our advisers are bound by the following duties under the Financial Markets Conduct Act 2013 to:

- Abide by the [Code of Professional Conduct for Financial Advice Services](#) and have ethical behaviour, good conduct and client care provided by the code.
- Hold a New Zealand Certificate in Financial Services (Level 5) or equivalent qualification.
- Maintain competence, knowledge and skills for giving financial advice by completing continuing professional development.
- Give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by my own interests or the interests of any other person connected with the giving of advice.
- Exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances.
- Listen to the client carefully to discover their needs, recommend products that meet the client needs and explain why.
- Give clear and concise communication.
- Protect clients' information.

To ensure our advisors prioritise your interests above that of JenBro Insurance, advisers follow a 6-step advice process that ensures recommendations are made based on your individual goals and circumstances. This process includes:

- Establishing and defining the relationship
- Gathering client data
- Analysing and evaluating financial status
- Developing and presenting recommendations
- Implementing the plan recommendations
- Monitoring the plan recommendations and ongoing service

This is only a summary of the duties that we have. More information is available by contacting us.

05 Conflicts of interest, fees, commissions or other incentives

JenBro Insurance will receive commission from the insurance companies on whose policies we give advice. If you decide to take out a policy, the insurer will pay us commission based on the premium that you pay. We may charge a fee for the advice given to you and for implementing that advice. The amount of this fee will be disclosed either at the time we know the scope and nature of the advice required or when we provide our advice to you.

We are a member of Steadfast NZ Limited (Steadfast). Steadfast supplies technology platforms, management, marketing, professional, technical, and buying benefits and services to support us in providing our financial advice services. Steadfast has arrangements with insurance companies under which Steadfast receives a professional services fee of up to 1.5% of the premium paid for each policy arranged by us with those insurers. Steadfast may also receive a fee of 0.5% of any amount a customer has funded through a premium funder. These payments are used to operate Steadfast. We will receive a proportion of the professional services fee paid to Steadfast, being 35% of that fee. This will be paid to us by Steadfast at the end of each financial year.

06 Complaints

If you are unhappy with our financial advice service, please contact your financial adviser so they can try to put things right. You can notify us if you have a complaint by any means you choose, either verbally, by telling us, or by writing to us setting out your complaint.

When we receive your complaint, the person you complain to will initially consider it and attempt to resolve the complaint with you. This will normally be the person you were dealing with at our organisation. If on this first contact, the complaint cannot be resolved to your satisfaction, the person you have initially complained to will escalate the complaint to their manager. This will happen within five working days of the complaint being notified to us. Once the complaint has been received by the manager, that person will contact you. The manager will again attempt to resolve the complaint to your satisfaction. It is important that you provide this person with all relevant information. If the manager cannot resolve the complaint to your satisfaction, the manager will refer you to our external dispute resolution provider.

RATHER NOT TALK TO YOUR ADVISER?

Call Andy directly

There may be cases in which you do not feel comfortable discussing your concerns with the person who you were dealing with. This may be because it is that person's conduct that is in question. That should never prevent you from making a complaint. You should feel free to contact the complaints manager of our organisation who is Andy Jensen, 027 3000 324. That person will be happy to deal directly with you and to investigate and attempt to resolve your complaint.

If we are unable to resolve your complaint within 30 working days to your satisfaction, you may contact Financial Dispute Resolution Service (FDRS). This is a free, independent dispute resolution service, who may help investigate or resolve your complaint.

Address	Level 4, 142 Lambton Quay, Wellington 6011
Phone	0508 337 337
Email	enquiries@fdrs.org.nz
Website	fdrs.org.nz

07 Appendix 1: Products

The types of insurance we can provide financial advice on.

- Association Liability
- Bailees liability
- Business Interruption
- Commercial Motor Vehicle
- Contents
- Contractors Plant & Machinery
- Cyber Liability
- Employment disputes Liability
- Equine & Livestock - Equine
- Franchisors Liability
- Health
- Key Person
- Landlords Plan
- Life
- Malpractice liability
- Marine Cargo
- Material Damage
- Pleasurecraft
- Product guarantee / recall / tamper
- Public Liability
- Rural Commercial Motor
- Rural Liability
- Rural Private Motor
- Statutory Liability
- Aviation craft
- Bloodstock
- Caravans Campervans & Trailers
- Commercial Hull
- Contract Works Annual
- Crime
- Deterioration of Refrigerated Stock
- Employers Liability
- Fidelity
- Fruiting Tree & Vine
- House
- Internet Liability
- Legal Defence Costs
- Liability
- Management Liability
- Marine Hull
- Motorcycle
- Private Motor Vehicle
- Product contamination
- Rural Assets
- Rural Domestic Contents
- Rural Livestock
- Ship Repairers Liability
- Terrorism
- Aviation Liability
- Broadform Liability
- Carriers Liability
- Contaminated Products
- Contract Works Single
- Crop insurance
- Directors & Officers Liability
- Employee Benefits (Life)
- Forestry Plantation Timber
- General Liability
- House & Contents
- Income & Mortgage Protection
- Legal expenses
- Machinery Breakdown
- Marine builders' risks
- Marine Liabilities
- Natural Disaster Excess Buy Back
- Prize indemnity
- Professional Indemnity
- Rural Business Interruption
- Rural Dwelling
- Rural Machinery Breakdown
- Share Purchase (Life)
- Travel

- Trauma
- Industrial Special Plant
- Total & Permanent Disability
- Unmanned Aerial Vehicle Hull
- Trustees Liability
- Unmanned Aerial Vehicle Liability

08 Appendix 2: Insurers

The insurance product providers we work with.

- AIG Insurance NZ Limited
- AIA New Zealand Limited
- Ando Emergence
- Ando Insurance Group Limited
- Asteron Life Limited
- Berkshire Hathaway Specialty Insurance
- Certain Underwriters at Lloyds
- Chubb Insurance New Zealand Limited
- Classic Cover Insurance Ltd
- Delta Insurance New Zealand Ltd
- Dual New Zealand
- Emergence NZ Ltd
- Fidelity Life Assurance Company Limited
- International General Insurance Company (UK) Ltd
- International Underwriting Agencies Ltd
- JLT Bloodstock
- Lumley a Business Division of IAG New Zealand Ltd
- MECON Insurance Ltd
- Markel International Insurance Company Ltd
- Nautilus Marine Underwriting Agency
- nib NZ Limited
- NM Insurance New Zealand
- NZ Underwriting Agencies Ltd
- NZI a Business Division of IAG New Zealand Ltd
- Partners Life Limited
- Primacy Underwriting Management Ltd
- Protecsure Pty Ltd
- QBE Insurance (Australia) Limited
- Rosser SurePac Business UK
- Rosser Underwriting Ltd
- Sage Partners Ltd
- Southern Cross Medical Care Society
- Southern Pacific Underwriting Agency Ltd
- Star Insurance Specialists
- Steadfast Placement Solutions
- The Hollard Insurance Company Pty Limited
- TAI, a division of Insurance Wholesale Ltd
- Underwriting Agencies of New Zealand Limited
- Vero Insurance New Zealand Ltd
- Vero Liability Insurance Ltd

JenBro Limited, trading as JenBro Insurance · NZBN 942-905-000-5833 · FSP1007841 · 44 Te Heuheu Street, Taupō 3330