



**MIDGLEY**  
ADVISERS

## **DISCLOSURE INFORMATION**

### **Disclosure Information**

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

### **Licence Status & Conditions**

Midgley Advisers Ltd (MA), 422406, holds a transitional financial advice provider licence issued by the Financial Markets Authority with effect from 15<sup>th</sup> March 2021.

### **Nature & Scope of Advice**

Midgley Advisers Limited provides advice to our clients about their Mortgage Lending, Risk Insurance, General Insurance.

#### Our General Financial Advisers provide financial advice in relation to

Domestic General insurance, such as house, contents, landlords, motor vehicle and boat insurance, campervan, motorcycle, travel insurance, construction, Commercial General insurance, such as commercial property, business interruption, assets & tools cover anywhere in NZ cover, commercial motor, marine, liability, professional indemnity, and cyber insurance.

#### Our Risk Financial Advisers provide financial advice in relation to

Non-Investment related life insurance products including Life, Income Protection, Mortgage & Rent Protection, Trauma, Total Permanent Disability, Health & Medical, Business Shareholder Protection, Keyman, Debt Protection, Loss of Revenue, Group Schemes (Life, Trauma, Disability & Medical).

We will not provide advice on existing whole of life or endowment products, so you will need to consult with your insurer directly or consult a specialist if you would like advice on those products.

#### Our Mortgage Financial Advisers provide financial advice in relation to

First home lending, Investment Property Lending, Refinancing, Top up Home Lending, Commercial Building Lending, Refixing of Rates, Bridging Loans, Construction loans,

#### Our Financial Advisers provide Information in relation to

When providing our advice, we access a wide range of Mortgage, Risk and General insurance products from various providers in both the local and overseas market.

### **Fees, expenses, or other amounts payable**

Midgley Advisers may charge you a fee and charges for providing financial advice and for arranging, altering, or cancelling your general or risk insurance or lending program.

Insurance Advisernet may also charge an administration fee for processing insurance premiums. If a fee will be charged, you will be advised at the time the financial advice is provided.

In some circumstances we may recommend another service provider to assist us in providing appropriate financial advice. These providers can include property valuers, property surveyors and motor vehicle valuations. These providers will charge a fee for the work they do. We will advise you of any related fees and charges prior to having them commence any work on your behalf.

### **Conflicts of interest and commissions or other incentive**

Midgley Advisers has spent many years forging relationships with local and international insurance providers, and lenders. The benefits of these relationships are seen every day by giving our clients outstanding choice, competitive pricing and coverage options and policy support services.

Midgley Advisers are paid a commission from the insurance product and lending providers, when arranging insurances or lending with them on your behalf. The amount of commission received varies as it is calculated as a percentage of the insurance premium charged or mortgage lending amount.

Midgley Advisers 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 interests for Midgley Advisers and your financial adviser. To manage these conflicts, our financial advisers follow an advice process that ensures our recommendations are made on the basis of your financial goals and circumstances. All our financial advisers undergo training about 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 Midgley Advisers, please contact your financial adviser or Midgley Advisers directly.

Midgley Adviser's complaints officer will formally acknowledge your complaint in writing and will endeavour to resolve your complaint fairly and in a timely manner.

Please click [here](#) for more details on Midgley Advisers 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 (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 you ensure that the advice provided meets your goals and objectives.
- Give priority to your interest, by taking all reasonable steps to make sure 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 are designed to ensure that we treat you as we should and give you suitable advice.

These 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**

Midgley Advisers Limited, FSP422406 holds a transitional financial advice providers licence issued by the Financial Markets Authority with effect from 15th March 2021.

**Midgley Advisers Limited:** FSP422406

**Phone:** 0800 642 000

**Email:** [info@midgleyadvisers.co.nz](mailto:info@midgleyadvisers.co.nz)

**Address:** PO Box 34190, Birkenhead, Auckland 0746