

# Scope of Service

## About our services

We provide advice to our clients on general insurance products, we help our clients protect their assets to minimise the financial impact to their lives and businesses when things go wrong.

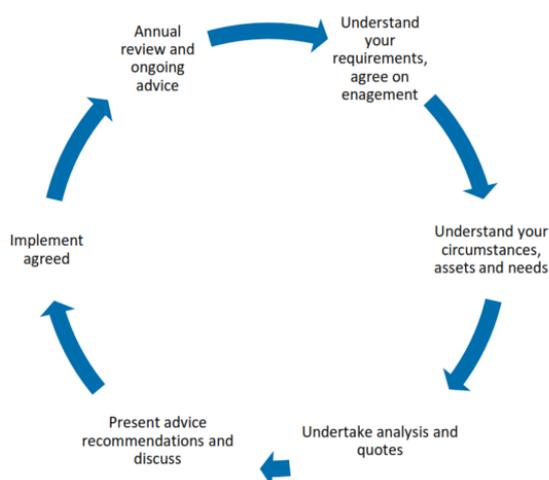
We advise on both domestic and commercial products, across various industries as well as risk management practices within your business operations.

## Your adviser

Ed has over 10 years' experience managing projects, programmes, and risk. He has 1+ years' experience in the insurance industry, advising on a range of general insurance products

## Recommendations based on your circumstances and needs.

We will complete a needs analysis with you to understand your personal and/or business circumstances and make recommendations to provide you adequate cover. Each year we will discuss changes and reassess your insurance cover. We will guide through the below advice process.



<b>Financial Adviser</b>	Edmund Barker
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## Wide range of insurance products and providers

We are not restricted to using any particular insurer, this allows us to compare quotes to provide you the terms best suited to your needs.

We will generally recommend insurance products from insurers we or our broker group, Steadfast, have arrangements with, as the negotiated terms are generally better. We will disclose these arrangements to you when making recommendations.

## What we don't advise on

We do not provide advice on medical or life insurance, or any other Financial Advice. We can refer you when you require advice on these products

## Limitations and risks

Insurance cover recommendations will be based on the information you provide and there will be a risk of lack of cover should the information you provide not be accurate.

While our recommendations will be made for your requirements, insurance products can have a number of exclusions that you should be aware of and you must read the policies carefully.

## Costs

We may be paid by one or more of the following ways for the services we provide to you:

- By way of a fee for the services we provide. Under this arrangement you pay us directly for our services.
- By way of brokerage or commission. Under this arrangement insurers pay us. We may also be paid by insurers where we provide services on their behalf. An example of this is issuing a policy wording for which they pay us brokerage or commission.

- By way of brokerage or commission. We may be paid by brokerage or commission by premium funders if we arrange premium funding for you.
- By way of interest payments on premiums held. When you pay premiums into our client Trust account we may hold the premiums before on payment to Insurers. During this time interest may be paid on the premium.

We also receive ‘soft dollar’ benefits. To provide you with the best service and outcomes we maintain relationships with insurers and other service providers. Good working relationships create many benefits such as being able to better negotiate broader cover, better terms, better advocate for you on claims and know underwriter appetite and strategy so we partner you with the best insurer. We receive ‘soft dollar’ benefits from insurer meetings through meals and entertainment (such as sporting events).

We understand that when not managed appropriately there’s ability for these benefits to drive broker behaviour to your detriment. We take a reasonableness test to all benefits received to ensure this doesn’t affect broker behaviour.

## My character

I have no criminal convictions, have not been declared bankrupt, nor have I had any disciplinary or regulatory proceeding or charge brought against me that I am required to tell you about.

## My duties

As a Financial Adviser, I must comply with the duties set out in the Financial Markets Conduct Act 2013 (FMC Act) and the Code of Professional Conduct for Financial Advice Services (the Code). This means I must:

- Have the required competence, knowledge and skill and keep this up to date with professional development;
- Give priority to your interests over my own or my employers;
- Exercise care, diligence and skill;

Meet ethical behaviour, conduct and client care standards.

## Conflicts

I manage potential conflict of interest by:

- Disclosing the conflict to you;
- Following my employer’s conflicts of interest, gifts and hospitality policies and procedures.

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## Ongoing advice as your circumstances change

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Your insurance protection should be reviewed as things change. It is important that you notify us of changes to ensure the cover still meets your needs.

We will communicate with you prior to your annual renewal to ask if you have had any changes to your circumstances that might require a review.

Every three years, or earlier if your circumstances change, we will conduct a full review of your circumstances, needs and policies.

## If something goes wrong

If you have a problem, concern or complaint about any part of my service, please tell me, my employer or my internal complaints manger so that we can try and fix the problem. We will acknowledge your complaint within two working days.

The Manager  
Partridge Advisory Ltd  
PO Box 106753  
Auckland 1143

If you feel your complaint is unable to be resolved through our complaint process, you have access to a free, independent dispute resolution service that may help investigate or resolve your complaint. Please contact:

Financial Services Complaints Limited  
info@fscl.org.nz  
0800 347 257  
PO Box 5967, Wellington 6011  
Level 4, 101 Lambton Quay, Wellington 6