



Important information about us

Licence status and conditions

KiwiLife Assurance Services Limited (FSP745191) holds a licence issued by the Financial Markets Authority (FMA) to provide financial advice.

Nature and scope of the financial advice given

KiwiLifeAssuranceServicesLimitedprovidesadvicetoour clients about their life and health insurances.

We provide financial advice from the following insurers providers:

For personal risk Insurance

AIA, Asteron, Cigna, Fidelity Life, Partners Life, NIB.

For Health Insurances

Partners Life, AIA, NIB

Travel Insurance

Southern Cross

The types of financial products we can help you with include the following:

Life Insurance

Trauma Insurance /Critical illness cover

Total and Permanent Disability insurance

Mortgage Repayment Cover

Redundancy Cover

Medical / Health Insurance

Income Protection Insurance
Business Protection Cover
Key Person Insurance Cover
Household Expenses Cover
Funeral cover
Travel Insurance
Kiwisaver

Our Duties

Kiwi Life Assurance Services Limited and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

- Give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our 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
- Meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services. These include duties to treat you fairly, act with integrity, give financial advice that is suitable, and take reasonable steps to ensure you understand the financial advice we provide and protect any financial information we hold about you.

Fees and Expenses

Kiwi Life Assurance Services Limited does not usually charge fees or expenses for providing financial advice to its clients.

Kiwi Life Assurance Services Limited may charge a fee for the financial advice provided to a client where a client cancels a life or health insurance policy within two years of inception. Detailed information about the Commission Earnings & Service Charges will be provided to you when you receive financial advice from us.

Commissions and incentives

Kiwi Life Assurance Services Limited receives upfront as well as on going commissions from the relevant insurance providers if you choose to take up our advice and a policy is put in force. The amount of the commission is based on the amount of the premium.

Conflicts of interest

Kiwi Life Assurance Services manage the conflicts of interest arising from these commission payments by:

- Following an advice process that ensures I understand your needs and goals so that I always recommend the best product for you regardless of the type and amount of commission I will receive.
- Ensuring the amount of any insurance cover is in accordance with your identified needs.
- Undertaking regular training on how to manage conflicts of interest.

Kiwi Life Assurance Services is subject to a yearly audit and compliance reviews to ensure we meet our obligations while doing right by our clients.

Complaints

If you are not satisfied with our service you can make a complaint through the following methods:

- By email complaints@klife.co.nz
- By posting a letter at 2B Sheriff Pl, Randwick Park, Auckland 2105
- By contacting us directly on 022 0793842 or 09 277 7983

Once we receive a complaint, we follow an internal procedure to ensure we address the issue. Our process will:

- Inform you how we will address the complaint
- Gather any information that will help us resolve the complaint
- Aim to resolve the complaint within 10 working days.
- If we cannot resolve the complaint within this timeframe, we will update you regarding next steps

If you are not satisfied with how we addressed or resolved your complaint, you can contact the Insurance & Financial Services Ombudsman. They are an independent dispute resolution service that costs you nothing to use, and will help us resolve any disagreements or finalise outstanding complaints.

Their contact details are:

PO Box: 10-845, Wellington 6143, New Zealand

Phone: 0800 888 202 or 04 499 7612.

Email: info@ifso.nz.

Contact Details

Kiwi Life Assurance Services Ltd

2B Sheriff Pl, Randwick Park, Auckland 2105

Ph: 022 0793842, 09 277 7983

E. : admin@klife.co.nz

W : www.klife.co.nz

Kiwi Life Assurance Services Ltd

9 Lakefield Close, Kingston, Queenstown

Ph: 022 0793842