

DISCLOSURE STATEMENT

This Disclosure Statement was prepared on	15 March 2021
Name and Registration Number	Wendy Ross – FSP477026
Address	PO Box 54022, The Marina, Auckland
Trading Name	Netwealth
Telephone Number	09 307 1421
Email Address	wendy@netwealth.co.nz

It is important that you read this information

It will help you (**the Client**) make an informed decision whether I (**Wendy Ross trading as Netwealth**) can assist you in relation to providing financial advice. This Disclosure Statement is required under the Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020.

What kind of Adviser am I?

Wendy Ross trading as Netwealth is working under a transitional licence from the Financial Markets Authority to provide fire & general insurance advice. Currently the license is a transitional license granted by the FMA and in effect from June 2020 and valid for two years or until the Full license application is completed and granted.

The licence requires Wendy Ross to:

- keep records of all financial advice;
- have an internal process for resolving client complaints; and
- comply with all financial markets conduct regulations, such as disclosing information to clients and reporting to regulatory authorities.

Nature and scope of advice given

I offer financial advice on insurance products for General & Travel insurance only. For a list of insurers please ask.

Adviser duties

I am bound by the Financial Markets Conduct Act 2013. This requires me to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code of Conduct), which form part of the wider regulatory regime for financial advice and ensure we have the expertise necessary to provide you with advice.

- Give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by our 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.
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct, to treat you as we should and to provide you with suitable advice.

No fees, expenses or other amounts payable for financial advice

I will not charge you for the time spent understanding your needs, identifying and negotiating offers of insurance or otherwise advising you. If you decide to take out a policy, the insurer will pay me a commission based on the premium that you pay.

Conflicts of interest and commissions or other incentives

If you decide to take out insurance, the insurer will pay a commission to Netwealth. The amount of the commission is based on the amount of the insurer company premium. I do not receive any incentives. To ensure that I prioritise your interests above my own I follow an advice process that ensures recommendations are made on the basis of your needs and circumstances. I complete training to understand and manage conflicts of interest. I maintain a register of conflicts of interests, and the compliance programme is reviewed annually.

Reliability History

Neither Wendy Ross or Netwealth have been subject to a reliability event.

Internal Complaints Process

If you have a problem, concern or complaint about my service, please tell me so that I can try to put things right.

My contact details are:

Phone 09 307 1421
Email wendy@netwealth.co.nz
Address PO Box 54022, The Marina, Auckland 2144

My internal complaints process is as follows:

- I will consider your complaint and let you know how I intend to resolve it. I may need to contact you for additional information.
- I aim to resolve complaints within 10 business days of receiving them. If I cannot resolve the issue, I will contact you within that time to let you know I need more time to consider your complaint.

- I will contact you by phone or email to let you know whether I can resolve your complaint, and how I propose to do so.

Dispute Resolution

If you feel I have not resolved your complaint satisfactorily, or you decide not to use my internal complaints scheme, you can contact my external dispute resolution scheme, Financial Services Complaints Limited (FSCL).

The contact details for FSCL are:

Financial Services Complaints Limited (FSCL)

PO Box 5967,

Wellington

Telephone 0800 347 257

Complaints@fscl.org.nz www.fscl.org.nz

WEBSITE [HTTP://WWW.FSCL.ORG.NZ/](http://WWW.FSCL.ORG.NZ/)