

Disclosure Document

Financial Advice Provider



Trading Name: Click Cover Ltd
FSP Number: FSP573747
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It is Important that you read this document

This information will help you choose a Financial Advice Provider that best suits your needs. It will also provide some useful information about the Financial Advice Provider that you choose.

This disclosure document was prepared on the 1st of March 2021 under regulation 229C of the Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendments Regulations 2020.

Licensing Status and Conditions

Click Cover Ltd holds a Financial Advice Provider (FAP) Full Licence - Class 2 issued by the Financial Markets Authority to provide financial advice.

Nature and Scope of Advice

Click Cover Ltd specialises in providing advice to our clients relating to Life and Health insurance products.

We provide the following products:

- Life Insurance
- Critical Illness/Trauma Insurance
- Medical/Health Insurance
- Total & Permanent Disability Insurance
- Income Protection Insurance
- Mortgage Protection Insurance
- Cancer Care Insurance
- Key Person Insurance
- Business Continuity Insurance
- Waiver of Premium Insurance

Product providers we may recommend are:

- AIA
- Asteron Life
- Cigna
- NIB
- Partners Life
- Cover-More Travel Insurance (no advice given)

We conduct independent research provided by Quality Product Research Limited. This research classifies and ranks products by provider, highlighting product differences and ratings, and allows us to ensure the product mix we recommend is fit for purpose.

We choose to be specialists in Risk Insurance and therefore do not provide advice for investments, KiwiSaver, mortgages or fire and general insurance. We may refer you to Cover-More for Travel Insurance; however, we do not offer any advice in relation to this product.

Conflicts of Interest

To ensure that we prioritise our clients' interests above our own, we follow an advice process that ensures our recommendations are made based on each client's goals and circumstances. In providing advice to you, should any actual or potential conflict of interest arise, then we undertake to bring any such conflict of interest to your notice so that you may assess our advice objectively.

Our Click Cover Ltd advisers have not been bankrupted or insolvent, have any convictions or been publicly disciplined. Jamie Toon is a Managing Director and shareholder of Click Cover Ltd and can take shareholder dividends.

We keep an updated Conflicts of Interest Register and document any gifts or incentives received by any insurance providers. We undertake a compliance audit, and a review of our compliance programme is undertaken annually by a reputable compliance adviser.

Click Cover Ltd may be paid by the product provider in the form of commission, this is paid when an insurance contract goes in force. Please refer to the Remuneration and Fees section to see how commissions are paid.

Remuneration and Fees

Click Cover Ltd does not charge fees, expenses or any other amount for the financial advice provided to its clients. We do not charge a fee for clients to implement an insurance plan, for reviews or for claims management.

However, we may charge a fee if you are not currently a Click Cover Ltd client, and we are helping you with a claim for a policy that we did not implement. We will discuss with you the nature and total amount of any fees that you will be charged and how they must be paid prior to you going ahead with this service. Our standard fees are \$250 + GST per hour.

Click Cover Ltd may be paid by the product provider in the form of commission, this is paid when an insurance contract goes in force. Commissions may be paid as a percentage of the initial insurance premium and/or as an ongoing commission. Click Cover Ltd may also receive ongoing commission for the life of the product(s) placed.

You will not be billed or asked to pay any fees to Click Cover Ltd at any time, even if the engagement of services is terminated by either party.

Complaints Handling and Dispute Resolution

If you have a problem, concern, or complaint about any part of our service or your insurer's service, please tell us via our Internal Complaints Process so we can fix the problem. Our Internal Complaints Process is as follows:

- You can raise your complaint by contacting us at Internal Complaints on 0800 Click Cover or team@clickcover.co.nz
- We will contact you by email or telephone within 2 working days to acknowledge your concern.
- We will record your complaint in our company Complaints Register.
- We will investigate promptly your feedback and complaint and take time to understand how you want the complaint resolved. This includes liaising with a product provider/insurer if applicable.
- When a product provider/insurer is involved in the complaint, we will notify them of the complaint as soon as possible.
- We aim to resolve a complaint within 10 business days (a timeframe that allows us to request further information from a product provider/ insurer where applicable.)
- If a complaint is not resolved in 10 working days, we will contact you to let you know why this is and maintain contact with you until the complaint is fully resolved.
- We set aside time at regular intervals to consider any complaints received and whether any lessons can be learnt.

If we cannot agree on how to fix the issue, or you decide not to use the internal complaints process, you can contact the Insurance & Financial Services Ombudsman. This is an independent free service and will help us resolve any disagreements. You can contact the Insurance & Financial Services Ombudsman at:

Physical Address: Level 8, Shamrock House, 78-81 Molesworth Street, Wellington 6011
Postal Address: PO Box 10-845, Wellington 6143
Freephone: 0800 888 202
Email Address: info@ifso.nz

Our Duty to our Clients

Click Cover Ltd 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 (these are designed to make sure that we have the expertise needed to provide you with advice)
- Meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should and give you suitable advice).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at: www.fma.govt.nz

The Code of Conduct standards can be read here: www.financialadvicecode.govt.nz