

# DISCLOSURE STATEMENT



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This disclosure statement was prepared on 24 June 2024.

## It is important that you read this Document

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

Trinity Insurance Ltd, Financial Services Provider Number 706412, holds a Class 1 Licence issued by the FMA to provide financial advice services. Stephen Maley is a registered Financial Advisor, Financial Services Provider Number 490346, and is the sole provider of financial advice on behalf of Trinity Insurance Limited.

## Nature and Scope of Financial Advice Services

We provide financial advice to our clients on;

- Life and Trauma Cover
- Total Permanent Disability Cover
- Mortgage and Income Protection Cover
- Medical Insurance Cover
- Business and Rural Cover including Key Person
- Business Continuity for the self-employed

For these covers we work with AIA Group, Fidelity Life Assurance Company, Asteron Life, Partners Life, Chubb Life Insurance and NIB Health.

## Fees and Commission

We do not charge a fee for advice or putting policies in place. Reviews are also completed at no charge to the client, however, if the insurance is cancelled within 2 years without notification to us, we reserve the right to charge a fee of \$500 for the time involved in advising and placing the business for you.

An initial commission is paid by the insurer based on a percentage of the annual premium, ongoing commission is then paid monthly at a lower percentage. All commission rates are subject to keeping Trinity's persistency rate in the mid 90's.

AIA and Chubb Life have arranged a commission of between 90% and 200% of the yearly premium, with a renewal rate of 7% to 20%

Fidelity Life have arranged a commission of between 80% and 200% of the yearly premium with a renewal rate of 7% to 20%

NIB have arranged a commission of 130% of the yearly premium with a renewal rate of 5%.

## Conflicts of Interest

Blenheim is a small town and we have many crossovers with clients that I know outside of work. We handle friends that become clients with respect and keep all information confidential. If any relationship becomes strained, Trinity Insurance will hand all client files on to an advisor of your choice as soon as we become aware of any conflict which may cause problems.

We will always be available to our clients however we also have a business relationship with our product providers. Should a situation arise where there is a conflict of interest between your interest and Trinity Insurance's interest, we will always prioritise your interests above our own.

## What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of our service, please tell us so I can try to fix the problem. You can contact me directly on 027 561 3038, by email to [admin@trinityinsurance.co.nz](mailto:admin@trinityinsurance.co.nz) or [steve@trinityinsurance.co.nz](mailto:steve@trinityinsurance.co.nz), or in writing to Trinity Insurance, 48 Morven Lane, RD2, Blenheim 7272. We log all complaints in our internal Complaints Register.

If we cannot agree on how to resolve the issue, you can contact Financial Services Complaints Limited. This service will cost you nothing and will help us resolve any disagreements. You can contact Financial Services Complaints Limited by emailing [info@fscl.org.nz](mailto:info@fscl.org.nz), calling Financial Services Complaints Limited on 0800 347 257, or in writing to PO Box 5967, Wellington 6140.

## Duties

Trinity Insurance 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 is not 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 <https://www.fma.govt.nz>.


## Disciplinary History

There have been no Professional Indemnity insurance or negligence claims, disputes resolution actions, or disciplinary actions brought against us.

## Declaration

I, Stephen J Maley, declare that, to the best of my knowledge & belief, the information contained in this disclosure statement is true & complete and complies with the disclosure requirements in the Financial Markets Conduct Act 2013

Signed:



This Disclosure Statement, version 5, was prepared on 24 June 2024.



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