

ABOUT US

Financial Adviser Provider Disclosure

Our business details:

CAROMOJADO Limited Trading as Caro and Co. Insurance Specialists is a licenced Financial Advice Provider issued by the Financial Markets Authority (FMA) to provide financial advice services. Financial Services Provider number FSP - 732191.

Carolyn Gatley (Caro) FSP - 107205 is the Financial Adviser for Caro and Co. Insurance Specialists and is authorised by the Financial Markets Authority to give advice on the below products and Services.

Caro holds New Zealand certificate in financial services level 5 and has been providing insurance advice since 2002.

Our Office Contact details are:

Address: 276 Old Renwick Road, Springlands, Blenheim 7272
Phone: 021 977 489
Email: caro@caroandco.co.nz
Website: https://caroandco.co.nz/

Nature and Scope of Financial Advice Services

Our Services
<ul style="list-style-type: none"> Personal Risk Insurance
<ul style="list-style-type: none"> Business Risk Insurance
<ul style="list-style-type: none"> Independent review of Personal and/or Business Risk Insurances

Products we can provide advice on:
Personal Insurance: <i>Life, Disability, Income, Critical illness, and Medical covers</i> Business Insurance: <i>Life, Disability, Critical Illness, Loss of Revenue, Key Person and Debt covers</i>

Product Providers we can provide advice on:		
<table> <tr> <td> <ul style="list-style-type: none"> Partners Life Asteron AMP </td> <td> <ul style="list-style-type: none"> Fidelity Life AIA NIB – Medical cover </td> </tr> </table>	<ul style="list-style-type: none"> Partners Life Asteron AMP 	<ul style="list-style-type: none"> Fidelity Life AIA NIB – Medical cover
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Our Fees

The actual fees charged to you will depend on the nature and scope of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed and explain how they are payable.

Following is an outline of the types of fees that may apply.

Fees
The fee's charged for our advice and services may be based on a combination of a base fee or hourly rate as follows:
<ul style="list-style-type: none"> The fees charged for our advice and services is \$1200 for up to 4 hours, after 4 hours we may charge an hourly rate of \$250.
A cancellation fee may be charged by Caro and Co for the service and advice provided to a client where the client cancels an insurance policy implement by us within the first 2 years from inception.
<ul style="list-style-type: none"> The fee will be based on \$300 per hour up to 4 hours, after 4 hours an hourly rate of \$250.

Independent review fees will be based on an hourly rate this will be based on current covers and current set up.
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The minimum of 4 hours will be charged to you up front before work begins. If a client decides to proceed with business through us with the intention of keeping the business in place for 2 years the fee will be refunded.
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Fees below will not include travel or incidentals however we will be able disclose these costs in the nature and scope of service prior to any work beginning.
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| <ul style="list-style-type: none"> • Review fee is charged based on an hourly rate of \$250 per hour. |
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For our insurances, services commission will be paid by the product provider. Once a policy is in force it is paid in the following way:

Commission

<i>Upfront Commission</i> – a percentage of the value of the policy annual insurance premium
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<i>Renewal Commission</i> – a percentage of your policy annual insurance premium after 1 year of being in force and continues for the life of the policy.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. These costs may arise from incidentals such as travel costs and photocopying. However, we will agree to all additional costs with you prior to incurring them.

Conflicts of Interest or other incentives

We are here for our clients and to provide you with advice as best as we can. Your interests are our priority, we do have a business relationship with product providers. From time to time our product providers assist us with funding so we can bring our advisers together for conferences and professional development training. We receive commission from product providers such as commission as disclosed above.

We manage these conflicts of interest by ensuring that we prioritise your interests above our own. The advice we provide is based on understanding your goals and circumstances and providing recommendations which are based on research. I have a Register of Conflict which allows me to actively manage any conflicts which may arise.

We may have business relationships with other advisers where we may recommend these providers to you. Some referral relationships may pay a commission for the referral.

How we manage any conflicts of interest

To ensure we prioritise our client's interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on our client's goals and circumstances.
- We will undergo annual training about how to manage conflicts of interest.
- We will maintain registers of conflict of interests and gifts and incentives we receive. This register is monitored regularly, and additional training is provided as required.
- We will undertake an annual independent Compliance Assurance Review.

Our duties and obligations to you

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge and skill set out in the Code of Conduct
- Give priority to the client's interest and
- Exercise care, diligence, and skill and
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.

Our internal complaints process

If you have a problem, concern, or complain about any part of our advice or service, please tell us so that we can try to fix the problem.

Our internal complaints manager is Rochelle Old and the complaints process is as follows:

Email: rochelle@caroandco.co.nz or caro@caroandco.co.nz

Mobile: 027 603 4428.

Online to our website: <https://caroandco.co.nz/>

Write to us: PO Box 5091 Springlands, Blenheim 7241

You will receive a response confirming your complaint has been received, within 72 hours between Monday to Friday 8.30am to 3pm.

1. We will review your complaint and let you know how we intend to resolve it. We may need to contact you for further information about your complaint.
2. Our aim is to make contact with you within 10 working days with a resolution to your complaint. If we are unable to meet this time frame and/or if we require further information, we will contact you to ensure you know where we are at and keep you up to date with our progress. Our intention is to make this process as easy as possible for you.
3. We will notify you by email or phone call on how we can resolve your complaint and the process we intend to resolve this. So please ensure your contact details are up to date when submitting your complaint.

Our external complaints process

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme – Insurance & Financial Services Ombudsman Scheme Inc. This service will be at no cost to you and will help us resolve any disagreements.

Contact details are

L2 Solnet House, 70 The Terrace Wellington 6143

Phone: 0800 888 202

Website: <https://www.ifso.nz/>

Duties Information

I am bound by the duties of the Financial Markets Conduct Act to:

1. Meet the standards of competence, knowledge and skill set out in the Code of Conduct
2. Give priority to the client's interest and exercise care, diligence and skill and meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.