

Disclosure guide.

Here is some key information you need to know to help you understand what type of advice we are able to give you, so that you can make an informed and confident choice when engaging us.

Details about us and our Financial Advice Provider

We are a team of Financial Advisers. We give advice on behalf of a Financial Advice Provider. Our details are set out below.

Company Full Name & Financial Advice Provider: OMEGA FINANCIAL SERVICES LTD

Company Address: Reid House, Suite 4b, 114 Alexandra St., Hamilton, NZ

Phone: 07 856 6342

Trading as: Omega Financial Services

FSPR Number: 773036

Website: <https://www.omegafinancial.co.nz/>

Financial Adviser Name: Kulvir Kankara

Email: kulvir@omegafinancial.co.nz

FSPR Number: 489146

Address: 2 Paiaka Place, Rototuna North, Hamilton, 3281, New Zealand

Phone: 0223299430

My Financial Advice Provider is a member of NZ Financial Services Group Limited

Financial Adviser Name: Piyush (Paddy) Lubana

Email: paddy@omegafinancial.co.nz

FSPR Number: 1004598

Address: 15 Gavin Heights, Rototuna, Hamilton, NZ

Phone: 0210703030

My Financial Advice Provider is a member of NZ Financial Services Group Limited

Licensing Information

We operate as a Financial Advice Provider under a current license issued by the Financial Markets Authority in the name of NZ Financial Services Group Limited (FSP286965).

There are no conditions attached to this license on the advice that may be given.

Nature and scope of advice

The information below will help you understand what type of advice we can provide to you.

Services we provide.

We will analyse your insurance needs and help you apply for and choose a cover that is suitable for your purpose. We have access to a range of insurers (set out below). Once we have chosen an insurer and types and amounts of cover that are suitable to you, we will help you to obtain acceptance.

Insurers we use.

We source insurance from a panel of insurers. The current insurers we can use are:

- » Accuro
- » Fidelity Life
- » Partners Life
- » AIA
- » NIB
- » Asteron Life
- » Chubb

Products we can help you with

The types of financial advice products we can give advice on are:

- » Life
- » Trauma
- » Income Protection / Mortgage Protection
- » Permanent Disablement
- » Health

What else we can offer

We can help you with other services through my referral partners set out below:

- » Tower - F&G
- » XE Money
- » Asset Finance
- » UK Pension Transfers

Fees and expenses

Generally, we don't charge you any fee for the advice and transactional solutions that we provide to you. This is possible because, on settlement of a mortgage or issuance of a risk insurance policy, we usually receive commission from the applicable product provider as described above. There are two exceptions to this general position which are explained below.

One-off fees

We may charge you a one-off fee if the following occurs:

- a) When we don't receive commission from the insurer: If you request that we provide financial advice and we do not receive a commission from the insurer, we may charge you a one-off fee. Any such fee would be agreed to and authorized by you in writing before we complete the services and would be based on an estimate of the time spent providing the advice. This may arise in the rare event that you request that we provide financial advice in relation to either a product that is offered by an insurer that is not on our panel of approved insurers, or an insurance that is outside my usual arrangements with my approved insurers.

- b) When we have to repay commission to the insurer: If a product or service provider requires that we repay commission within 27 months of settlement of your mortgage or issuance of your risk insurance policy. Any such fee would be no more than \$2,500 (plus GST) and would be calculated based on a rate of \$250 (plus GST) per hour of the financial adviser's time spent providing services to you in connection with the applicable mortgage or insurance. The fee charged will not exceed the amount of commission clawed back from the lender.
- You will be invoiced for any one-off fee and will be given 30 days to make payment.

Commissions & incentives

On acceptance of an insurance application by the insurer, we usually receive a commission payment from the applicable insurer.

The commission is generally an upfront commission payment, but we may also receive a renewal commission payment. The upfront commission is calculated as a percentage of the first year's premium that you will pay. A renewal commission is calculated as a percentage of the premium that you pay for each year the policy is in force.

The maximum percentage that each insurer uses to calculate upfront and renewal commissions is set out below. If there are any variations to these percentages or other commission payments that may apply, specific to your insurance application, we will disclose this to you as part of our advice process.

We may also receive a referral fee or commission payment if we refer you to our referral partners listed above. We will give you more information about how that referral fee or commission is calculated, before proceeding.

From time to time, we may receive incentives or rewards from insurers. For example, they may provide us with gifts, tickets to events or other incentives.

We manage the conflicts of interest arising from these commission payments by:

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

Insurer	Upfront%	Renewal%
Accuro	30%	15%
AIA	190%	7.50%
Asteron Life	200%	5%
Fidelity Life	175%	17%
NIB	140%	5%
Cigna	185%	15%
Partners Life	180%	10%

If your insurance application is accepted, NZ Financial Services Group Limited may receive their own commission payment from the applicable insurer. Terms of this payment are between NZ Financial

Services Group Limited and the applicable insurer. This payment does not influence the advice we give to you as NZ Financial Services Group Limited do not direct me or influence me to recommend products from a particular insurer. We recommend products by following the advice process referred to above.

Privacy policy

We will collect personal information about you in accordance with our Privacy Policy. We regard client confidentiality as of paramount importance. We will not disclose any confidential information obtained from or about you to any other person, except in accordance with our Privacy Policy. The electronic platform we use to store your personal information is secure and run on Amazon Web Services.

<https://www.omegafinancial.co.nz/privacy-policy/>

Conflicts of Interest

If there are any conflicts of interest apart from commission that could potentially influence the advice that we give, these will be shown in your Financial Adviser's Disclosure Guide.

If there are conflicts of interest that relate to FAP and the service it provides, these should be disclosed here.

Complaints and Dispute Resolution

If you have a complaint about our service, you need to tell us about it. You can contact our internal complaints service by phoning or emailing us (contact details are shown on this website) with the heading Complaint - (Your Name). Please set out the nature of your complaint, and the resolution you are seeking. We aim to acknowledge receipt of this within 24 hours. We will then record your complaint in our Complaints Register and notify our Licence Holder. We may want to meet with you to better understand your issues.

We will then investigate your complaint and provide a response to you within 7 working days of receiving your complaint. If we need more time to investigate your complaint, we'll let you know.

If we cannot agree on a resolution, you can refer your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you.

Details of this service are:

Financial Services Complaints Limited
complaints@fscl.org.nz
0800 347 257

Our duties

Anyone within our business giving advice is bound by and supports the duties set out in the Financial Markets Conduct Act 2013. These duties are:

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code).
- Give priority to our client's interests.
- Exercise care, diligence, and skill.

Availability of Information

This information can be provided in hardcopy upon your request.

Omega Financial Services - Reid House, Suite 4b, 114 Alexandra St., Hamilton, NZ
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