

## **Nature and Scope of the Advice**

Cindy Philips, Phoenix Adviser Group Ltd

I will provide you with financial advice in relation to your personal insurance (life and health), KiwiSaver and Managed Funds (class advice only).

I only provide financial advice about life insurance from AIA, Asteron, Cigna, Fidelity Life, and PartnersLife.

I only provide financial advice about health insurance from AIA, Accuro, NIB and PartnersLife.

In providing you with financial advice, I will only consider your unmet insurance needs and will not take your existing life and trauma policies into account, because you have held these policies for over the years, and your health might deteriorate during this time. If you cancel these policies and replace them with a new policy, you are likely to have conditions excluded from the new policy that are covered by your existing policies. However, newer policies may have better benefits than your existing policies.

I only provide financial advice about Fire and General insurance from Blanket Insurance and Star Insurance.

I only provide financial advice about a wide range of KiwiSaver products from Booster, Generate and NZFunds, and a wide range of NZ-based managed investment products from NZFunds.

In providing you with financial advice, I will only consider your disposable income and will not take your spending behaviour into account, so you should analyse your budget and spending patterns to maximise the funds you have available to invest.

I will not provide advice on existing Whole of Life or Endowment products, so you will need to consult a specialist if you would like advice on those products.

## **Reliability History**

Neither Phoenix Adviser Group Ltd nor I have been subject to a reliability event. A reliability event is something that might materially influence you in deciding whether to see advice from me or from Phoenix Adviser Group Ltd. As an example, it would include legal proceedings against me, or if I had been discharged from bankruptcy in the last four years.

## **Fees and Expenses**

I will not charge a fee for the financial advice I will provide to you.

## **WHEN GIVING ADVICE – FEES OR EXPENSES**

I **may** charge a fee for the financial advice I provide if you cancel a life or health insurance policy within two years of inception. The charged for the financial advice provided to you will be calculated on the following basis: depending upon the length of time the policy is in force, 0-6 months, \$2,400; 7-12 months \$1,800; 13-18 months \$1,200; 19-24 months \$600 (all amounts including GST). This fee will be payable by you by the 20<sup>th</sup> of the month after your policy is cancelled.

## **Conflicts of Interest and Incentives**

I receive commissions from the relevant insurance company if you take our insurance following my advice. The commission are between 150% and 180% of the first year's premiums of your policy –

the amount depends on which insurance company and which insurance policy you choose. I also receive a commission between 5% and 15% of the premium for each year the policy remains in force.

To insure that I prioritise your interests above my own, I follow an advice process that ensures my recommendations are made on the basis of your individual goals and circumstances. I complete annual training about how to manage conflicts or interest. We undertake a compliance audit, and a review of our compliance programme is undertaken annually by a reputable compliance adviser.

### **COMPLAINTS HANDLING AND DISPUTE RESOLUTION**

You can find information about how to make a complaint and an overview of our internal complaints process on our website at [www.phoenixadvisergroup.co.nz/complaints](http://www.phoenixadvisergroup.co.nz/complaints).

Our website also provides information about that, and the contact details of, the dispute resolution scheme we belong to. That scheme provides a free and independent service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction.

#### **Identify Information**

I am a financial adviser (FSP672212), and I am giving advice on behalf of Phoenix Adviser Group Ltd, trading as Phoenix Adviser Group Ltd (FSP6156.9).

My details are as follows:

Name: Cindy Rong Xuan Phillips

Phone: 021 487 498 or 06 326 9934

Email: [cindy@phoenixadvisergroup.co.nz](mailto:cindy@phoenixadvisergroup.co.nz)

Address: 261 Cambridge Ave Ashhurst 4810

#### **Availability of Information**

The information I have discussed with you is available in writing. Please let me know if you wish to have a written copy.