

Disclosure statement



NAME OF FINANCIAL ADVISER Chloe Keen
ROLE Client Support
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This disclosure statement was prepared on 21st September 2018.

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.

What sort of adviser am I?

I am a registered, but not authorised, financial adviser.

I can give you advice about claims relating to your insurance products, other than investment linked insurance contracts as defined in the Financial Advisers Act 2008.

If you require advice on the placing of insurance products, such as commercial or domestic, I can refer you to an adviser who specialises and has the required competence and skills in that area.

What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please tell me so that I can try to fix the problem. If we cannot agree on how to resolve the issue to your satisfaction, you may contact my employer, NZ Underwriting Agencies Ltd, on (09)580 8455 and ask for the matter to be referred to the Complaints Officer. Your complaint will be acknowledged in writing and we will endeavour to resolve the issue within 20 working days.

If we still cannot agree on how to fix the issue, or if you decide not to use the internal complaints service, you can contact Financial Services Complaints Ltd (FSCL). This service will cost you nothing, and will help us resolve any disagreements.

You can contact Financial Services Complaints Ltd (FSCL) at:

PO Box 5967 Telephone: 0800 347 257
Wellington 6145 Email Address: info@fscl.org.nz

How am I regulated by the Government?

You can check that I am a registered financial adviser at <http://www.fspr.govt.nz>.

The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under **What should you do if something goes wrong?**).

Declaration

I, Chloe Keen, declare that, to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.

Signed

Chloe Keen
Client Support