



Disclosure Statement – James Townsend

Scope/Goal/Service Agreement/

We are Financial Service Providers as defined in The Financial Markets Conduct Act 2013.

James Townsend (Chartered Qualified Insurance Broker) is a registered Financial Service provider (FSP273945) who operates under Straightline Advisory Ltd (FSP723692) which is a Financial Advice Provider Licenced by the Financial Markets Authority.

The advice provided will be on and/or around general insurance products and how they relate to or may protect the inherent risks/hazards to and in the operation of your business. We provide those services in accordance with the Code of Professional Conduct for Financial Advice Services

I/We strive to

1. Treat you fairly, with respect and communicate in a timely, clear and effective manner without applying undue pressure.
2. Act with integrity, give priority to your interests ahead of our own or the interests of others and address any conflict of interest as soon as we become aware of it
3. Give financial advice that is suitable
4. Ensure that you understand that financial advice
5. Protect your information
6. Hold and Maintain general competence, knowledge, and skill including product advice

Engaging my services does not mean that you are not responsible for your own decisions or that you are not exposed to risk and you must let me know or notify me if you do not feel I have met any of the above or you do not fully understand the nature of the product or the advice given at the time or immediately thereafter.

You must let me know if you feel that I am not meeting any of the above points or if you have any queries regarding the framework around these points.

I/We seek solutions based on what you clearly outline as your requirements and/or through an analysis of your circumstances and/or needs at the time of application and renewal.

Our process is to work with you to establish your risks/hazards and to seek products that offset these to other parties (insurers and/or their agents) in return for premiums paid by you.

We are remunerated by commission from these insurers for the placement of the risk with them. More on the commissions paid to us is available on our website. We may remove the commission and/or add fees where appropriate (ie where the commission is not commensurate with the nature

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or extent of the advice or service required on that policy or account in that transaction or year). Any fees will be disclosed to you and likely discussed prior to placement depending on the circumstances at the time. At any time you are welcome to enquire as to my/our income and if you feel it is unfair, inappropriate or out of step with the service and/or advice including provision for administration and claims given please contact us to discuss further.

Any material difference in commission or income between products that would influence our decision in the placement of the cover would need to be advised to you under the conflict of interest legislation applying to us.

Finance/Monthly Payments

If you take up the monthly payment offer/premium funding 1% of the flat rate is returned to us from the provider for the administration and initial handling we undertake in setting it up and on an ongoing basis.

In the provision of our advice and through our discussions I/We can cover many topics and we can often refer to our experience. We will be careful to clarify but it must be clear that you understand that we are only General Insurance Advisers, our industry can involve many other fields and advisers such as lawyers or accountants or life and health advisers. The onus is on you to seek the correct advice from the most appropriate adviser as relates to that field and we cannot accept any liability for any discussions that may relate to any of those fields where you have not sought direct advice from an expert in that field.

All insurance contracts and products contain exclusions, terms, limitations and words which are written to be easily interpreted as to their intent. These are freely available in any form and we encourage you to read or familiarise yourself with them. They are ultimately the contract between you and the insurer and what will apply in the event of a loss/claim.

You must let us know of material changes in circumstances on a continuous basis throughout the year from when the risk was advised to us. From material physical changes to the risk of the subject of the property insured to any increase in exposure or circumstances that may give rise to a claim under any of the policies you hold as soon as you become aware of them. This includes but is not limited to demerit points and/or loss of licence/suspension, any criminal conviction or insolvency

Commissions etc

The commissions paid to us are variable. They will depend on the type of product that you acquire and the contractual arrangement that we have with that insurer. The commissions will range between 6% and 25% of the relevant premium line (excluding Fire Levies, EQC Levies and similar charges where no commission applies for the relevant insurance product). It may also be some time after your insurance is in place that our commission will ultimately be determined and/or paid to us, however it will be within the range as stated below. In addition, if at the end of our financial year Steadfast meet our key performance indicators with the insurers, which relate to the total aggregate amount of placed insurance products in that financial year, We may also be eligible to a bonus payment of up to 2% of the total premiums. From the commission that we receive from underwriters we will in turn pay our operational costs, expenses, claims handling services, any commissions that we have to pay to any agency or other financial advisor or consultant, and potentially contribute toward payment of any risk management services if applicable. In order to ensure that we prioritise your interests over and above our own, we follow a rigorous process that ensures that any advice that we provide is given on the basis of your own individual goals, needs and

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circumstances. We also undertake training to ensure that our advice is robust and lawfully compliant, and that we know how to handle and manage any conflicts of interest that may arise. To this end, we keep internal registers of conflicts of interest and we monitor and record all commissions and other incentives that we receive. We also hold a monthly review of our compliance matters in order to ensure that our business adheres to applicable legal requirements and standards.

Insurance Products	Natural Disaster Commission	Commission
Material Damage/Business Interruption	5%-9%	10%-26%
Liability incl Professional/Management Lines		15%-25%
Travel		25.00%
Commercial Motor		10%-15%
Contract Works	5%-9%	22%-25%
Pleasurecraft		7.5%-25%
Transit		15%-20%
Private Vehicle		10%-15%
Dwelling/Contents	0.08%	15%-25%
Marine Hull, Builders Risk		15%-20%
Contractors Mobile Plant		12.5%-17.5%

Should there be a material difference in commission from one product to another we will make you aware of this.

Complaints

If you are unhappy with my financial advice service please contact me directly on 021 420 542 or james@straightline.net.nz so I can try to put things right.

If you are not comfortable discussing your concerns with me directly, you can contact Michael Paterson on 09 486 6065 or 021 645 996 between the hours of 9am – 5pm week days or email at mike@patersonco.co.nz or in writing to PO Box 67 133, Mount Eden, Auckland addressing your letter to the attention of Michael Paterson.

If that avenue fails you have access to our free external dispute resolution service provider at 0508 337 337 or enquiries@fdrs.org.nz or in writing to Freepost 231075, PO Box 2272, Wellington 6140. Noting Straightline Advisory Limited – FM5499 as the Financial Service Provider. Website <https://fdrs.org.nz>

Privacy

We need to collect your information in order to assess and offset the risk you are seeking to insure. You must ensure that all material information is supplied and that it is accurate and the person supplying it has the authority to do so from whatever parties they are representing in supplying it. We need to release this information to others so they can assess the risk themselves in order to offer the cover. We take all reasonable steps to ensure the security of your information through this process and in the storage of it physically and electronically. Full details are available here.