

## FINANCIAL ADVICE PROVIDER (FAP) DISCLOSURE STATEMENT

Name of Financial Advice Provider: Creme Northcrest Insurance Limited  
Address: 6/42 Ormiston Road, East Tamaki, Auckland, 2016, New Zealand  
Telephone Number: 09 271 3963  
Fax number: 09 271 5624  
Email address: info@northcrest.co.nz  
Website: www.northcrest.co.nz www.cremeinsurance.co.nz

### **It is important that you read this document**

It will help you (the client) make an informed decision whether I as a financial adviser that gives advice for products, are suitable for your needs and whether to seek, follow or accept the financial advice I give. This Disclosure Statement is required under the Financial Markets Conduct (Regulated financial Advice Disclosure) Amendment Regulations 2020.

### **What is a Financial Advice Provider (FAP)?**

Creme Northcrest Insurance Limited is a licensed Financial Adviser Provider by the Financial Market Authority of New Zealand (FMA) <https://www.fma.govt.nz/>. Financial Services Legislation Amendment Act 2019 requires Creme Northcrest Insurance Limited to hold a current license for Advisers to provide Financial Advice Services to you the Client.

To view Creme Northcrest Insurance Limited's license go to the Financial Service Providers Register <https://fsp-register.companiesoffice.govt.nz/> and search our Financial Service Provider (FSP) number FSP1011260 or click on the link <https://app.companiesoffice.govt.nz/fsp/app/ui/fsp/version/searchSummaryCompanyFSP/FSP1011260>.

As a Licensed Financial Advice Provider, we have standard conditions on our license, these conditions are not specific to Creme Northcrest Insurance Limited and does not limit or restrict Advice that may be given.

### **What financial advice can we provide to you?**

We can give financial advice on Insurance Products for Commercial and Domestic Clients. Our Insurance product providers are Insurance business in New Zealand that are licensed under the Reserve Bank under section 19 of the Insurance (Prudential Supervisor) Act 2010. The Insurers have a financial strength rating from an approved rating agency. To view the Insurer ratings click on the link: <https://www.rbnz.govt.nz/regulation-and-supervision/insurers/licensing/register>.

Creme Northcrest Insurance Limited's insurance product providers are required to have financial strength ratings with a minimum of B- and above. When you receive a quote from us you will be supplied the current strength ratings for the product providers that we have quoted for. If you accept the financial advice, we will supply a current rating for the product provider that you have selected.

### **Limitations and Restrictions**

We are committed to providing our clients with good financial advice that is suitable for our client's needs. We only provide financial advice on Insurance Products.

### **How do we act with Integrity?**

To ensure that we prioritise your interests above our own, we follow an advice process that ensures recommendations are made on the basis of your individual goals and circumstances. We complete

annual and ongoing training about how to manage conflict of interests and a register of interests is maintained. Creme Northcrest Insurance Limited monitors these registers and provides additional training where necessary. Creme Northcrest Insurance Limited performs an annual review of the compliance programme.

You should be aware there are potential conflicts of interest that you the Client may need to take into consideration when you decide to seek and accept financial advice from us, we will make you aware of any conflicts when giving advice.

#### **How do we get paid for the financial advice and Products that we provide to you?**

Creme Northcrest Insurance Limited does not receive any commission or other incentives for giving Financial Advice. However, Creme Northcrest Insurance Limited does receive a commission when the client accepts our financial advice and purchases an insurance policy. The commission is paid by the Insurer (product provider's) for the insurance business on each insurance policy that you purchase. The commission is paid to us after the placement of any policy and at each renewal of that policy. This commission will be between the range of 0-30% of the insurer portion (total premium of the Insurance Policy less government levies and taxes). Any changes to the policy during the insurance term will also incur a commission at the same percentage rate as stated at the placement of the policy and is applied once again to the insurer portion of the charge.

#### *NZbrokers Management Limited*

Creme Northcrest Insurance Limited is a member of NZbrokers Management Limited, NZbrokers Management Limited provides services such as IT, education, training, technical insurance product and claims support and group member benefits to Creme Northcrest Insurance Limited. When a client accepts our financial advice as your adviser and purchases a policy, NZbrokers may receive a service fee or technology fee from the Product Provider.

#### **What fees do we charge?**

We charge a fee of 0 - 4.5% of the 'Policy Charge' noted on the invoice. We will advise you of this fee at the time we provide you with advice on the placement and/or renewal of any insurance policies we place on your behalf. When presented with the 'Policy Charge', this figure is inclusive of the 0 - 4.5% fee. The fees we charge are for our service, placement, implementation, claims assistance and administration of the insurance policies that you choose to accept and purchase. The total fees payable may increase with the number of insurance policies that you choose to purchase.

The fees are payable by you and are due by the effective date of the policy which is on the invoice.

#### **Cancellation Fees**

The majority of our time is involved with the placement of your policy. In the event you cancel your insurance policies with us, we maintain the right to retain any commission and/or fees and offset these against any refund owed to you. We may also, at our discretion, charge a cancellation fee for our administrative time incurred in cancelling your policies. If applicable, we will disclose to you, at the time of cancellation, the amount of any retained commission and/or fees and/or cancellation fee charged.

#### **How can you depend on the Advice you receive?**

Creme Northcrest Insurance Limited has not been subject to any other reliability events that would influence you the client in deciding whether to seek or obtain advice from me us as your adviser.

### **How to make a Complaint**

If you have a problem, concerns or you are dissatisfied with either a product or financial advice Service that has been provided by Creme Northcrest Insurance Limited or myself and you require action to be taken please tell us so that we can help and fix the issue. To make a Complaint please follow this link [www.northcrest.co.nz](http://www.northcrest.co.nz), which will give details on our Complaints Process and how to make a Complaint.

If a complaint is received Creme Northcrest Insurance Limited will approach all complaints with an open mind, listen and treat each complainant as an individual and with courtesy and respect. We will promptly acknowledge the complaint at the earliest possible opportunity and make every attempt will be made to resolve your complaint in a timely manner, with staff escalating as necessary to Senior Management or Complaints Manager.

You will receive a written decision, remedies and resolution as soon as practicable after Creme Northcrest Insurance Limited has decided the outcome.

### **What to do if you are not satisfied after making a Complaint**

If you feel your complaint is not resolved to your satisfaction using the Creme Northcrest Insurance Limited complaints process, or you are unsatisfied with the response or resolution, you can contact Financial Services Complaints Ltd. FSCL is a dispute resolution scheme of which we are a member. This service will cost you nothing and is independent service that will help investigate or resolve the complaint. You can click on this link to find out how to make a complaint to Financial Services Complaints Limited <http://www.fscl.org.nz/complaints/how-make-complaint>.

You can contact FSCL at:

Postal Address: P.O. Box 5967, Wellington 6145  
Email: [info@fscl.org.nz](mailto:info@fscl.org.nz)  
Telephone: 0800 347 257  
Website: <http://www.fscl.org.nz/>

### **Conflicts of Interest**

It is possible that a conflict of interest may arise from time to time. One example of this is when one insurer may pay us a commission for placing an insurance product that is not equal to the same product offered by a different insurer. In this instance, there would be a conflict of interest as an incentive arises whereby our commission may differ dependant on the insurer we choose. To ensure that our financial advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances. All our financial advisers undergo annual training about how to manage conflicts of interest. We maintain registers of conflicts of interests, and the gifts and incentives we receive. Creme Northcrest Insurance Limited monitors these registers and provides additional training where necessary. Creme Northcrest Insurance Limited performs an annual review of our compliance programme.

### **What are the duties of your Adviser?**

As a financial adviser I give financial advice to clients on Creme Northcrest Insurance Limited's behalf. When giving advice I must:

- Hold a Level 5 New Zealand Certificate in Financial Services
- Maintain competence, knowledge and skills for giving financial advice by completing continuing professional development.

- Abide by the Code of Professional Conduct for Financial Services and have Ethical behaviour, good conduct and provide client Care. <https://www.mbie.govt.nz/assets/a96d1b4800/code-of-professional-conduct-for-financial-advice-services.pdf>
- Listen to you the client carefully to discover their needs.
- Recommend products or services that meet the client needs and explain why.
- Give clear and concise communication.
- Protect client information.
- Give priority to the client's interests when giving financial advice.

**Who licenses and regulates us?**

The Financial Markets Authority. You can report information about us to the Financial Markets Authority at: <https://www.fma.govt.nz/contact/> or email [questions@fma.govt.nz](mailto:questions@fma.govt.nz) but if you want to complain you should use our dispute resolution procedures described under How to make a Complaint? And What to do if you are not satisfied after making a complaint?



*SIGNED BY: DIRECTOR OF CREME NORTHCREST INSURANCE LIMITED (GERARD DAVID TILLEYS)*  
*THIS DISCLOSURE STATEMENT WAS PREPARED ON: 22 December 2025*