NORTHCREST INSURANCE BROKERS LIMITED
FINANCIAL ADVISER (FA) DISCLOSURE STATEMENT

Name of Financial Adviser:	Gerard David Tilleyshort (FSP72681)
Financial Advice Provider:	Crème Northcrest Insurance Limited (FSP1011260)
Address:	6/42 Ormiston Road, East Tamaki, Auckland, 2016, New Zealand
Telephone Number:	09 271 3963
Fax number:	09 271 5624
Email address:	gerard@northcrest.co.nz
Website:	www.northcrest.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 sort of adviser am I?

I am a Financial Adviser (FA) that gives advice on behalf of Crème Northcrest Insurance Brokers Limited, who is a Financial Adviser Provider, as licenced by the Financial Market Authority of New Zealand (FMA) https://www.fma.govt.nz. I can give you advice about all types of commercial, domestic and life & health related insurances. I cannot give you advice on any investment products or any investment linked insurance contracts. Our insurance product providers are insurance businesses 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. Crème Northcrest Insurance Brokers Limited's insurance product providers are required to have financial strength ratings with a minimum of B- and above.

To view my registration and that of Crème Northcrest Insurance Brokers Limited, please visit the Financial Service Providers Register https://fsp-register.companiesoffice.govt.nz/ and search my Financial Service Provider (FSP) number FSP72681 on the link
https://app.companiesoffice.govt.nz/fsp/app/ui/fsp/version/searchSummaryCompanyFSP/FSP72681.do

Limitations and Restrictions

I am committed to providing my clients with good financial advice that is suitable for my client's needs.

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. Crème Northcrest Insurance Brokers Limited monitors these registers and provides additional training where necessary. Crème Northcrest Insurance Brokers 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 Crème Northcrest Insurance Brokers get paid for the financial advice and products that we provide to you?

Crème Northcrest Insurance Brokers Limited receives a commission from the insurer when the client accepts our financial advice and purchases an insurance policy. The commission is paid by the Insurer (product provider) 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 'Company Premium' and Company Earthquake' portions (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.

Alternatively, Crème Northcrest Insurance Brokers Limited may charge an agreed Service Fee, in lieu of commission (nett of brokerage).

We do not receive commission on the Government Levies including the Fire & Emergency NZ Levy (FENZ) and the Earthquake Commission Levy (EQC) and any taxes (GST).

We charge a fee of 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 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.

NZbrokers Management Limited

Crème Northcrest Insurance Brokers 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 Crème Northcrest Insurance Brokers 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.

Financial Adviser Renumeration

I receive an annual salary that may include bonuses based on client service performance and achievement of Company goals.

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?

Crème Northcrest Insurance Brokers 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.

Complaints Process

If you have a problem, concern or are dissatisfied with either a product or financial advice service that I have provided and you require action to be taken, please tell Crème Northcrest Insurance Brokers Limited so that we can help to fix the issue. To make a complaint please follow this link http://northcrest.co.nz/ which will give details on our Complaints Process and how to make a complaint.

If you feel your complaint is not resolved to your satisfaction using our complaints process or you are dissatisfied with the response or resolution, you can contact the Financial Services Complaints Ltd (FSCL), which is a dispute resolution scheme of which we are a member. This service will cost you nothing and is an 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 FSCL. http://www.fscl.org.nz/complaints/how-makecomplaint.

You can contact FSCL at:

Postal Address: P.O. Box 5967, Wellington 6145

Telephone: 0800 347 257

Email: info@fscl.org.nz

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 dependent 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. Crème Northcrest Insurance Brokers Limited monitors these registers and provides additional training where necessary. Crème Northcrest Insurance Brokers Limited performs an annual review of our compliance programme.

Our Duties to You

As a Financial Adviser, I give financial advice to clients on Crème Northcrest Insurance Brokers 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, available at https://www.mbie.govt.nz/assets/a96d1b4800/code-of-professionalconduct-for-financial-advice-services.pdf
- Listen to you carefully to discover your needs.
- Recommend products or services that meet your needs and explain why
- Give clear and concise communication.
- Protect your information.
- Give priority to your 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 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?

Declaration

I, Gerard David Tilleyshort, 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 Markets Conduct (Regulated Financial Advice) Disclosures Amendment Regulations 2020.

SIGNED BY: GERARD DAVID TILLEYSHORT
THIS DISCLOSURE STATEMENT WAS PREPARED ON: 26 JULY 2021

Crème Northcrest Insurance Brokers Limited, Laidlaw Business Centre, 6/42 Ormiston Road, Botany South,
PO Box 217-005 Botany Junction, Auckland 2164. Ph (09) 2713963 Fax (09) 2715624 Email: info@northcrest.co.nz