



Disclosure Statement

LICENSING INFORMATION

Discovery Bay Services Limited (FSP 722932) holds a licence issued by the Financial Markets Authority to provide financial advice. **Arthur Prinsen** (FSP 373526) is authorised by that licence to provide financial advice.

Arthur is a financial adviser who runs a licensed financial adviser business called **Discovery Bay Services Limited** (FSP 722932), trading as **Abel Assurance**

Arthur gives advice on personal, health and key person insurance.

NATURE AND SCOPE OF THE ADVICE

Discovery Bay Services provides financial advice to our clients about their life insurance, health insurance, permanent disability, trauma cover, income cover, mortgage cover, ACC and KiwiSaver.

We only provide financial advice about products from certain providers:

For life insurance, health insurance, permanent disability, trauma cover, income cover, mortgage cover, we work with 7 providers

AIA	Fidelity Life
Nib	Asteron Life
Cigna	Partners Life
AMP	

For health insurance, we work with 4 providers

AIA	Southern Cross
Nib	Partners Life

For KiwiSaver, we work with 1 provider – **Generate**

In providing you with financial advice, we will only consider existing term life, trauma, income protection and health insurance policies (if any).

We 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.

FEES OR EXPENSES

Abel Assurance does not charge fees, expenses or any other amount for any financial advice provided to its clients

Abel Assurance may charge a fee for the financial advice provided to a client where a client cancels a life or health insurance policy within two years of inception. Whether a fee will be charged and the manner in which it will be charged will be advised when the advice is provided to the client.

This fee will be payable by the client by the 20th of the month after the policy is cancelled.

CONFLICTS OF INTEREST AND INCENTIVES

For life insurance and health insurance, Arthur Prinsen receives commissions from the insurance companies on whose policies we give advice. If you decide to take out insurance, the insurer will pay a commission to Abel Assurance and your financial adviser. The amount of the commission is based on the amount of the premium.

The amount of commission is based on the amount of the premium or the KiwiSaver balance.

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our recommendations are made on the basis of the 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. Abel Assurance monitors these registers and performs an annual review of our compliance programme.

CONTACT DETAILS

Phone: 09 6230022 or 021 741013
Email: arthur@abelassurance.co.nz
Address: 123B Dominion Road, Mt Eden 1026



COMPLAINTS HANDLING AND DISPUTE RESOLUTION

If you are not satisfied with our financial advice service you can make a complaint by emailing arthur@abelassurance.co.nz, calling 09 6230022 or 021 741013 or writing to us at PO Box 44073, Point Chevalier, 1246.

When we receive a complaint, we will consider it following our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so. If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Disputes Resolution Scheme.

Financial Disputes Resolution Scheme provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction.

You can contact

Financial Disputes Resolution Scheme:

Email: enquiries@fdrs.org.nz,

Phone: 0508 337 337

Post: Freepost 231075, PO Box 2272, Wellington 6140

Online complaint: click on this [link](#)

DUTIES INFORMATION

Abel Assurance, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

- give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests
- exercise care, diligence, and skill in providing you with advice
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice)
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should, and give you suitable advice).

This is only a summary of the duties that we have.

More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>.

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