



Lauren Tsao

Terms of Business and Adviser Disclosure

ABOUT ME

Name: Lauren Tsao
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I am a financial adviser for Genesis Advice
I provide financial advice on behalf of Wealthpoint Limited (FSP678011) which holds a Financial Advice Provider Licence.

Unless detailed in this document, my advice and recommendations will be personalised to your specific situation, considering your goals, personal situation, or your specific needs.

QUALIFICATIONS

Registered Financial Adviser

DUTIES INFORMATION

I am bound by the duties of the Financial Markets Conduct Act to:

- Meet the standards of competence, knowledge and skill set out in the Code of Conduct.
- Give priority to the clients' interest and exercise care, diligence and skill and meet the standards of ethical behaviour and conduct.
- Client care as set out in the Code of Conduct.

SERVICES I CAN ASSIST WITH

House Insurance: Insurance providing cover against losses and damages to an individual's residence

Contents Insurance: Insurance providing cover against damage and loss of an individual's personal possessions.

Car Protection: Insurance providing cover against damage and loss of a vehicle.

Watercraft Insurance: Insurance providing cover against damage and loss of a watercraft.

Business Insurance: Insurance providing cover for businesses related activities including public and statutory liabilities.

Life Insurance: Insurance providing a payment upon terminal illness or death of the insured.

Trauma Insurance/Serious Illness: Insurance providing a lump sum payment to cover immediate medical expenses and other financial needs when a critical illness or injury occurs.

Disability Insurance: Insurance that provides a lump sum in the event the insured is prevented from working and unlikely to work again in the future due to disability.

Income Protection: Insurance that provides income in the event the insured is prevented from working and earning an income due to an illness or disability.

Health Insurance: Insurance providing reimbursement for certain types of medical expenses.

Travel Insurance: Insurance providing a wide range of cover for when you are travelling.

Workplace Group Insurance

SUPPLIERS AND RELEVANT COMMISSIONS

GENERAL INSURANCE PROVIDERS

AMP General Insurance, Delta Insurance, Star Insurance, Vero Liability, Vero Marine only.

Upfront commission paid by the insurer ranges from 5.8% - 25% depending on the provider.

RISK PROVIDERS

I provide advice on the following product providers Resolution Life Ltd, AIA, Asteron, Fidelity Life, Partners Life, Chubb Life, Southern Cross Health, NIB Health.

Upfront commission paid by the insurer ranges from 0% - 230% and ongoing trail commission ranges from 0% - 30%.

Complaints

If you are not satisfied with the financial advice service received by me, you can make a complaint by sending an email to David_Lowe@genesiscadvice.co.nz

If I receive a complaint, I am obliged to consider it following the Wealthpoint complaints process; this includes:

- letting you know how we intend to resolve the complaint. We may contact you to obtain further information about your complaint.

- Aiming to resolve complaints within 10 working days of receiving them. If that is not possible, we will contact you within that time to let you know they need more time to consider your complaint.

- contacting you by phone or email to let you know whether we can resolve your complaint and how they propose to do so.

If your complaint cannot be resolved, or you aren't satisfied with the way proposed to do so, you can contact IFSO.

IFSO provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if your complaint has not been resolved to your satisfaction. You can contact IFSO by emailing info@ifso.nz or by calling 0800 888 202 you can also write to them at Insurance & Financial Services, Ombudsman Scheme, PO Box 10-845, Wellington 6143, NEW ZEALAND

LIMITATIONS ON THE ADVICE I PROVIDE

I do not provide financial advice on (**Rural Insurance, Lending and Investment**), however we do have specialists within Genesis Advice and the wider Wealthpoint Network who I can refer you to.

FEES

I normally do not charge the fee. I may in some cases charge a fee for service. This fee is based on time and attendance and is set at \$150 per hour. In the event that I intend charging this fee it will be agreed prior to the implementation of the work. I will provide an estimate of the time required and if that time is to be exceeded you will be contacted and we would discuss prior to further work being charged for.

COMMISSIONS, CONFLICTS OF INTEREST AND INCENTIVES

I may receive bonuses depending on the amount and value of financial products I distribute.

Product providers pay a commission for any business that is written.

This commission is based on a percentage of the annual **premium/funds under management** value minus any taxes, levies etc (eg GST).

This commission is paid to Wealthpoint Limited who has an agreement with the product provider to distribute their financial products.

Wealthpoint Limited on-pays the commission received to Genesis Advice whilst retaining a portion of the commission. Wealthpoint will retain between 3% and 25% of any commission received. Wealthpoint may also pay Genesis Advice rebates on a periodic basis.

The amount of commission paid and whether there are ongoing commission payments will depend on the specific financial provider and type of financial product.

I may receive subsidised professional development training from financial providers.

Wealthpoint Limited and Genesis Advice may receive payments from product suppliers and financial platform providers for the amount of business I placed with them.

Wealthpoint may receive funding from suppliers to market and contribute at periodic conferences.

To ensure Wealthpoint advisers prioritize the client's interests above their own, our advisers follow an advice process that ensures our recommendations are made based on the client's goals and circumstances. I am regulated by the FMA and are subject to a Wealthpoint quality assurance process for compliance purposes.

RELIABILITY HISTORY

Neither my company nor I have ever been publicly disciplined.

Neither my company nor I have ever been convicted nor been the subject of any civil proceedings with respect to Financial Advice. Neither my company nor I have ever been bankrupt or insolvent.

PRIVACY INFORMATION

This statement relates to the personal information that you provide now and in the future. The personal information collected will be held by the adviser business and Wealthpoint to identify services and products that may be suitable for your needs. Wealthpoint can access this information to assist you to provide financial services to you, to administer and service any products you have, to identify other services or products available that may be suitable to your needs, to provide quality control services and to manage complaints.

I may disclose your personal information to other relevant product providers to enable them to assist me to provide financial services to you. You have the right to ask to see and request correction of any personal information my adviser business and/or Wealthpoint holds about you. My adviser business and Wealthpoint hold information about you securely. If you transfer to another adviser business or I sell my client register, I will transfer the information I hold to the new adviser business or Adviser. Your personal information may be disclosed to regulators when required under law.