



# Future Wealth financial advice provider statement.

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MARCH 2021



**license status and conditions**

Future Wealth Solutions Limited (FSP711892) holds a Class 2 licence issued by the Financial Markets Authority to provide financial advice. Matt Golding (FSP584748) and Nicola Miller (FSP1006838) are authorised by that licence to provide financial advice.

**nature and scope of the financial advice given**

**TOPICS WE ADVISE ON**

We are fully able to advise you on matters relating to the purchase, renewal, and claiming of life and health insurance products which are issued by New Zealand life insurance companies. We hold agencies with and can provide advice on products with these companies without restriction:

**AIA, Asteron, Accuro, Fidelity Life, nib, Chubb, and Partners Life.**

This includes life, trauma, permanent disability, income protection and health insurance.

In providing you with financial/insurance 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.

We are also able to provide advice on KiwiSaver and personal investment management products, including property.

We hold agencies with the following and can place business with these companies without restriction:

**Booster, Generate, Juno, Superlife, Consilium, Milford, NZ Funds, ANZ, Select Wealth, and Pathfinder.**

**TOPICS WE DO NOT ADVISE ON**

We are not qualified to advise on general insurance, such as covering your house, contents, cars, boats, pets, travel, public liability, professional indemnity etc.

We also do not give any legal or accounting advice. We do not handle any client's money, and we do not assist with the arrangement of Mortgages. However, we have a vast network of professionals whom we

	<p>regularly refer our clients to. If we refer my clients to another broker, we may be paid a commission for the referral.</p>
<p><b>fees, expenses and other amounts payable for our financial advice</b></p>	<p>Future Wealth does not charge fees, expenses, or any other amount for the implementation of life or health insurance policies on individual clients. Future Wealth may charge a fee for the implementation of a group insurance policy.</p> <p>Future Wealth may charge a fee for the financial advice provided to a client where a client cancels a life or health insurance policy within 2 years of inception.</p> <p>Future Wealth may charge fees for the implementation and ongoing management of financial plans and/or personal investments. These will either be a % of funds invested; up to 0.50% p.a. of funds for managed Income Solutions, and up to 1.00% p.a. of funds managed for Growth Solutions, or at a rate of up to \$350 plus GST per hour.</p> <p>Whether a fee will be charged and the manner in which it will be charged will be advised when advice is given to the client. These fees will be payable by the client by the 20th of the month after the advice is agreed on or the policy is cancelled.</p>
<p><b>conflicts of interest and incentives</b></p>	<p>Future Wealth and our financial advisers receive commissions from the providers on whose products we give financial advice (the insurers, banks, investment and KiwiSaver providers). If you decide to take out insurance, or to take our KiwiSaver or investment advice, the provider will pay a commission to Future Wealth who pays your financial adviser. The amount of commission is based on the amount of the premium, or the investment balance.</p> <p>From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives. 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.</p> <p>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. Future Wealth</p>

**complaints handling  
and dispute resolutions**

monitors these registers and provides additional training where necessary.

If you are not satisfied with our financial advice service in any way, you can make a complaint by emailing, or by calling us on:

[Admin@futurewealth.nz](mailto:Admin@futurewealth.nz)  
0276288010

You can also write to us at:  
PO Box 36-225, Merivale 8146.

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, and will aim to provide you with a realistic timeframe.
- 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 cannot resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact our external dispute resolutions scheme Financial Dispute Resolution Service.

The FDRS provides a free, independent dispute resolutions service that may help investigate or resolve your complaint if we haven't been able to resolve your complaint to your satisfaction.

Their details can be found here:

0508 337 337  
[enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)  
[www.fdrs.org.nz](http://www.fdrs.org.nz)

Freepost 231075  
PO Box 2272  
Wellington 6140

Future Wealth, and anyone who gives financial advice on our behalf, have duties under the Financial Markets

## our duties

Our obligations 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 is not 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>

## our details.

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Future Wealth Solutions  
FSP711892

### address

12b Main North Rd, Christchurch 8053  
Trading Name(s)  
Future Wealth

### contact

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