



**Your Adviser:**

**Financial Advice Provider:**

Financial Lifestyle Limited (Finlife)  
FSP575907

**Licensing Status:**

Class 2 Licence issued by the Financial Markets Authority

**Address:**

Suite 2 / 162 Kitchener Road  
Milford, Auckland 0741

**Financial Adviser:**

John McDermott BA  
FSP347026

**Qualifications:**



Bachelor of Arts (1983)



NZ Certificate in Financial Services (Level 5)

**Professional Body Membership:**



**Contact Details:**

**M: 0272 717 437**

**T: 09 488 0852**

[john@finlife.co.nz](mailto:john@finlife.co.nz) [www.finlife.co.nz](http://www.finlife.co.nz)



*John has worked in the financial services and insurance industry for over 40 years, beginning his career in 1983 as an insurance adviser with Royal Life and Norwich Union.*

*Over this time, he built extensive experience helping clients identify and put in place appropriate insurance cover, as well as supporting them through the claims process to achieve the best possible outcomes.*

*He's passionate about providing practical, clear advice and ensuring clients have the right protection in place to suit their individual needs and circumstances.*

**Our approach to helping you...**

At Finlife, our approach is all about helping you put an insurance strategy in place which is relevant and sustainable and always fit for purpose.



- Insurance Needs Analysis



- Apply For Cover
- Negotiate Best Offer
- Put Cover In Place



- Review Cover
- Fit For Purpose

**Areas of Financial Advice Provided**

Finlife only provide financial advice in the following areas:

- Personal Risk Insurance products\* for individual New Zealand consumers
- Business Risk Insurance products for business owners in areas of share purchase/business succession, security debt and personal guarantees, business overheads and key person/locum protection
- Employee Benefit Programs: primarily group insurance products provided through employers to staff
- Personal Risk Insurance products\* for staff members of group insurance schemes

*\*Personal Risk Insurance products include Life, Trauma, Permanent Disability, Income Protection and Health Insurances and does NOT include General Insurance product lines, i.e. house, contents, vehicles, liability policies)*

**Our Obligations & Duties To You**

Under the Financial Markets Conduct 2013 we are bound to:

1. Give priority to client's interests
2. Exercise care, diligence and skill
3. Meet standards of competence, knowledge and skill set by the Code of Professional Conduct
4. Meet standards of ethical behavior, conduct and client care set by the Code of Professional Conduct

That means we:

- Treat you fairly
- Act with integrity
- Provide financial advice which is suitable for you
- Protect your privacy and confidential information
- Maintain the competence and skill to deliver advice in our area of expertise

**Disciplinary history to be aware of**

There has been no professional indemnity insurances or negligence claims, dispute resolution actions or disciplinary actions.

**Cost of advice**

Any remuneration arrangements will be renegotiated directly with every potential client before any engagement with the client is agreed to. We may charge fees AND commissions depending upon the Scope of Engagement agreed to by a client.

**Fees**

Fees payable directly by a client to Financial Lifestyle upon invoice for planning or consultation work may be applicable. Fees are charged for expertise and opinion, not for product placement or 'brokering' unless requested by a client and agreed to by Financial Lifestyle Limited.

- An estimate of fees for any particular engagement can always be provided in advance and if necessary, we can agree in advance to a fixed price for an engagement. If fees are to be paid: The hourly rate charge is \$300 plus GST

Terms of payment are payment within seven (7) days of invoice with direct credit to the bank account of Financial Lifestyle Limited

- Cash or barter are NOT accepted as means of payment.

**Commission**

When implementing or 'brokering' a group of personal/business insurance products, our preference is to be paid via brokering or commission, as this results in not direct fee payable by a client. Financial Lifestyle Limited only receives payment from an insurer if successful in placing business which a client is happy with.

The gross amount of commission payable to Financial Lifestyle Limited on any recommendation will be disclosed specifically prior to implementation of any product or plan.

As a general indicator of the range of commissions which may be paid, Financial Lifestyle Limited receives standard commission terms from all insurers (there are no preferential terms over and above any other Financial Adviser in the market), which are:  
terms over and above any other Financial Adviser in the market), which are:

- Personal and Business Insurance products typically up to 240% x the first year's premium paid by a client, with an ongoing commission typically of between 7.5% to 10% of the annual premium
- Medical Insurance products typically between 20% and 30% x the first year's premium
- KiwiSaver products upfront commission between \$50 or 0.05% of the balance
- Group Insurance products typically up to 20% x the annual premium, continuing to be paid annually upon renewal at the same rate.

#### **Your Privacy**

When working with you, we will be collecting personal information from you in order to deliver personalised advice which is suitable for you. This is generally personal information regarding age, health, financial situation and your instructions. In accordance with the Privacy Act 2020, you are entitled to access any such information we collect and hold on you, and also to have noted any corrections to such information.

Should you require a copy of any information we hold, we will provide a full copy, at our cost. However, we will always retain original records for legal and compliance requirements until such time as any statutes of limitations relating to the advice provided has passed. Records are stored in secure premises and on secure computer systems at our place of business.

All staff employed by Financial Lifestyle Limited have access to all client files and, in addition to Financial Lifestyle Limited staff, other parties may access this information, as required by law or for the purposes of providing specific advice to you in accordance with your instructions or our agreed Scope of Service and Engagement.

#### **Those parties may include:**

- Insurers and other product providers whom we are considering for your needs
- Market regulators and statutory authorities
- Professional compliance and audit assessors investigating our compliance and professional standard.

#### **Additional Privacy Notice**

We will always email clients with documents, instructions, consents, applications and all other forms required by law or our professional obligations.

Financial Lifestyle Limited uses an email tracking system which ensures we can verify all emails have been delivered and to which address, time of opening/reading; and they automatically trigger read receipts which we file as part of our records.

#### **Conflicts of Interest**

We have no financial interest in any insurance company or any other general conflicts of interest in forming a professional opinion or delivering financial advice.

There are no material conflicts of interest to disclose in the form of incentives, as we do not participate in insurer-funded conferences or entertainment of functions as a rule, or any sales campaigns or similar incentives.

We will accept an occasional glass or wine or a cup of coffee from an insurance company representative, however these are immaterial and engender no particular warm feelings towards any particular insurer.

Should any actual or potential conflict of interest arise during any engagement with a client, we will bring that to your attention promptly and then seek to manage or avoid the conflict if at all possible.

If management or avoidance of a conflict to your satisfaction is not possible, we will resign from the Scope of Service and Engagement with you and professionally assist with the appointment of a replacement and more suitable Financial

adviser.

We are bound by the outcome of that process.

**Conflicted Remuneration Notice**

All fees and commissions are paid to Financial Lifestyle Limited

This service will cost you nothing and will help us to resolve any disagreements.

- Financial Lifestyle Limited uses all gross revenue to pay the operating expenses of running a compliant professional business
- Financial Lifestyle Limited pays its tax obligations on the net profit after costs
- What's left, if any, is available to Gregor Mansfield as a Shareholder and Financial Adviser as personal remuneration
- The potential conflicted remuneration for the Financial Adviser (Gregor Mansfield) amounts to between 35-50% of gross revenue in any given year

**You can contact FDRS at:**

Call Free 0508 337 337

Email [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)

Website <https://fdrs.org.nz>

**What a Client pays in premium is not the same as what the Financial Adviser earns**

Postal Address  
Freepost 231075  
P O Box 2272, Wellington 6140

**Complaints – if you are unhappy with our service or product provider**

Physical Address  
Level 4, 142 Lambton Quay,  
Wellington Central, Wellington 6011

If you have a problem, concern or complaint about any part of our service or your product performance, please contact me in the first instance and CC in our complaints officer on [support@finlife.co.nz](mailto:support@finlife.co.nz)

Please note the product provider themselves have an internal complaint handling process which can be used if it is in relation to a particular product which is connected to the issue at Dispute. You can contact that particular company and have them attempt to also resolve the matter.

If your complaint cannot be satisfactorily resolved this way, it then becomes a 'dispute'. The Dispute Resolution process is:

- In the event of a dispute, you must notify us that the complaint is not resolved and is now a Dispute to our CEO of Financial Lifestyle Limited, Gregor Mansfield  
[gregor@finlife.co.nz](mailto:gregor@finlife.co.nz) 09 488 0852
- We will confirm in writing our internal complaints process, likely timeframes and our Disputes Resolution Scheme which you can access at any stage should you wish to

Should we fail to handle the Dispute to your satisfaction you may take the matter to the Financial Dispute Resolution Services (FDRS) of which we are a member.