



Disclosure statement (financial adviser)

Name of financial adviser: Tracy McFadyen

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It is important that you read this document

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

What sort of adviser am I?

I am a registered, but not authorised, financial adviser.

I can give you advice about any category 2 product (Fire and General Insurance Products, or risk related Life Insurance Products).

What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please tell my internal complaints scheme so that my internal complaints scheme can try to fix the problem.

You may contact the internal complaints scheme by phoning Sharon Fisher on 03 448 7139 or 0800 887 139 (8.30 am to 5 pm Monday to Friday).

Alternatively, you can put your concerns in writing to either of the following addresses;

Email: sharon@crbroker.co.nz

Postal: Commercial & Rural Insurance Brokers, PO Box 88, Alexandra 9340.

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact the Insurance & Savings Ombudsman (ISO). This service will cost you nothing, and will help us resolve any disagreements.

You can contact ISO at —

Address 7th Floor, BDO House, 99-105 Customhouse Quay,

PO Box 10845, Wellington

Telephone number: 04 499 7612

Email address: info@iombudsman.org.nz

How am I regulated by the Government?

You can check that I am a registered financial adviser at <http://www.fspr.govt.nz>

The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under **What should you do if something goes wrong?**).

Declaration

I, **Tracy McFadyen**, 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 Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.

Signed: 