

Commercial & Rural Insurance Brokers Limited trading as C & R Insurance.

Who are we?

Name of Financial Adviser Provider: **Commercial & Rural Insurance Brokers Limited**

Trading names: **C & R Insurance.**

Financial Service Provider (FSP) Number: **35022**

Telephone Number: **03 448 7139**

Address: **41 Tarbert Street, Alexandra, 9320**

Email: broker@crbroker.co.nz

Web: www.crbroker.co.nz

It is important that you read this information.

It will help you **the Client** make an informed decision whether we, Commercial & Rural Insurance Brokers Ltd and our adviser's financial advice and products are suitable for your needs and whether to seek, follow or accept the Financial Advice. This Disclosure Statement is required under the Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020.

What sort of Advisers are we?

We are licensed as a Financial Adviser Provider by the [Financial Market Authority](http://www.fma.govt.nz) of New Zealand (FMA) www.fma.govt.nz. Financial Services Legislation Amendment Act 2019 requires us to hold a current license for our Advisers to provide Financial Advice Services to our Clients.

To view our license, go to the [Financial Service Providers Register](http://www.fsp-register.companiesoffice.govt.nz) or visit www.fsp-register.companiesoffice.govt.nz and search our Financial Service Provider (FSP) number FSP35022, or click on [the link](#) to go directly to our registration.

As a Licensed Financial Adviser Provider we have [Standard Conditions](#) on our license, these conditions are not specific to us and do not limit or restrict Advice that may be given.

What Financial Advice can we provide to you?

Commercial & Rural Insurance Brokers Limited and our advisers give Financial Advice on Insurance Products for Commercial and Domestic Clients.

Our Insurance product providers are Insurance businesses in New Zealand that are licensed by the Reserve Bank under section 19 of the Insurance (Prudential Supervisor) Act 2010. The Insurers have a financial strength rating from an approved rating agency. To view the Insurer ratings click on [the link](#) or visit www.rbnz.govt.nz

Commercial & Rural Insurance Brokers Limited's Insurance product providers are required to have financial strength ratings with a minimum of **B-** and above. When you receive a quote from us you will be supplied the current strength ratings for the product providers that we have quoted for. If you accept the financial advice, we will supply a current rating for the product provider that you have selected.

Limitations and restrictions

Commercial & Rural Insurance Brokers Limited is committed to providing our clients with good financial advice that is suitable for our client's needs. We provide financial advice on Insurance Products from a range of intermediated insurers and do not provide advice for all insurers in the market. Market wide premium & benefit comparisons are not completed. The insurance providers used are noted in Appendix A Remuneration & Product Provider Schedule.

What fees do we charge?

We may charge fees for general insurance products that are payable by you, the client, when our advice is followed, accepted and the insurance policy is purchased. The fees we charge are for our service, placement, implementation, and administration of the insurance policies that you choose to accept and purchase. The total fees payable may increase with the number of insurance policies that you choose to purchase.

The fees are payable by you and will be shown on our invoices and are due within 30 Days of the effective date of the policy. You can view our Terms of business by following [this link](#) or go to important documents at www.crbroker.co.nz.

We do not charge fees on Life and Health Insurance Products.

How do we act with Integrity?

To ensure that we and our advisers prioritise your interests above our own, we follow an advice process that ensures recommendations are made based on your individual goals and circumstances. Our advisers complete annual and ongoing training about how to manage conflict of interests and a register of interests is maintained. We monitor these registers and provides additional training where necessary. We perform an annual review of our compliance programme.

You should be aware there are potential conflicts of interest that you, the Client may need to take into consideration when you decide to seek and accept financial advice from us or our advisers. This includes noting that C & R Insurance is paid a commission for arranging insurance products. We will make you aware of any conflicts when giving advice.

How do we get paid for the Financial Advice and Products that we provide to you?

Commercial & Rural Insurance Brokers Limited receive commission when the client accepts our financial advice and purchases an insurance policy or Life & Health product. Our advisors are remunerated for the services that they provide as an employee/ advisor.

The commission is paid by the **Insurer** (product provider's) for the insurance business on each insurance policy that the Client purchases. The commission that is paid to us for Fire & General Insurance products can be between the range of 0-30% of the insurer portion (total premium of the Insurance Policy less government levies and taxes). The commission that is paid to us for Life and Health Insurance products can between the range 0-240%.

Depending on the quality of the business relationship Commercial & Rural Insurance Brokers Limited has with a particular product provider, the business may receive from that product provider, invitation to conferences, hosted entertainment events, corporate gifts, professional training, and marketing support.

Commercial and Rural Insurance Brokers Limited also earn investment income from the handling of premium funds. Should you require us to arrange Premium Funding facilities for you, we may receive commission from the Premium Funding Company.

Please see the attached Remuneration & Product Provider Schedule Appendix A that shows the range commission rates that Commercial & Rural Insurance Brokers Ltd may receive.

NZBrokers Management Limited

We are a member of NZbrokers Management Limited, NZbrokers Management Limited provides services such as IT, education, training, technical insurance product and claims support and group member benefits to us. When a client accepts our financial advice as your adviser and purchases a policy NZbrokers may receive a service fee or technology fee from the Product Provider.

Compliments/ Complaints

It's always nice to hear a compliment firsthand, so if we've done a particularly great job, either tell your C & R Insurance advisor directly or send us an email to broker@crbroker.co.nz

But, If you have a problem, concerns or you are dissatisfied with either a product or financial advice service that has been provided by us or one of our Advisers and you require action to be taken please tell us so that we can help and fix the issue. To make a complaint please follow [this link](#) or go to important documents at www.crbroker.co.nz which will give details on our Complaints Process and how to make a complaint.

If a complaint is received by us, we will approach all complaints with an open mind, listen and treat each complainant as an individual and with courtesy and respect.

We will promptly acknowledge the complaint at the earliest possible opportunity and make every attempt will be made to resolve your complaint in a timely manner, with staff escalating as necessary to Senior Management or Complaints Manager.

You will receive a written decision, remedies, and resolution as soon as practicable after we have decided the outcome.

What to do if you are not satisfied after making a Complaint?

If you feel your complaint is not resolved to your satisfaction using our complaints process, or you are unsatisfied with the response or resolution, you can contact **Insurance & Financial Services Ombudsman Scheme (IFSO)** is a dispute resolution scheme who we are a member of. This service **will cost you nothing** and is independent service that will help investigate or resolve the complaint.

You can click on [this link](#) or go to www.ifso.nz to find out how to make a complaint to the **Insurance & Financial Services Ombudsman Scheme**.

You can contact IFSO at:

Postal Address: P.O. Box 10-845, Wellington 6143

Email: info@ifso.org.nz Telephone: 0800 888 2020 Website: www.ifso.nz

What are our Advisers duties?

Our Advisers give financial advice to clients on Commercial & Rural Insurance Brokers Limited behalf.

Abide by the Code of Professional Conduct for Financial Services.

You can click on [this link](#) or go to find out more or visit www.financialadvicecode.govt.nz

When giving advice all our Advisers must:

Part 1 – Ethical behavior, conduct and client care.

- Listen to the client carefully to discover their needs.
- Recommend products or services that meet the client needs and explain why.
- Give clear and concise communication.
- Protect client information.
- Give priority to the client’s interests when giving financial advice.

Part 2 – Competence, knowledge, and Skill

- Hold a Level 5 New Zealand Certificate in Financial Services
- Maintain competence, knowledge, and skills for giving financial advice by completing continuing professional development.

Who licenses and regulates us?

The Financial Markets Authority. You can report information about us to the [Financial Markets Authority](#) or visit www.fma.govt.nz or email questions@fma.govt.nz.

This disclosure statement was prepared on: 12 July 2023

APPENDIX A – Remuneration & Product Provider Schedule

Commercial & Rural Insurance Brokers Ltd gets paid commission when a client accepts our financial advice and purchases an insurance policy. Commission on all products is paid from the product provider to Commercial & Rural Insurance Brokers Limited which then pays the operating costs of the business including wages & salaries of employees.

The amount of commission paid depends on the type of business you do with us.

The following list shows the range of commission rates on Insurance products applicable as of August 2023.

Class of Business	Commission Range	Class of Business	Commission Range	Class of Business	Commission Range
Domestic Insurances	10% - 24.5%	Material Damage	22% - 24%	Marine Cargo	17.5% - 21%
Vehicle Insurance	10% - 14.5%	Business Interruption	20% - 24%	Marine Hull	10% - 21.5%
Motorcycle	10% - 14.5%	Machinery Breakdown	22% - 24%	Personal Accident	21.5% - 24%
Disaster Insurance	5% - 9.5%	Contract Works	20% - 24%	Bonds	10% - 20%
Farm Insurances	10% - 24%	Trade Credit	10%	Travel	20% - 27%
Bloodstock	10% - 19%	Forestry	10% - 20%	Life Insurance products	0% - 240%
Liability Insurances	15% - 24%	Aviation Insurances	7.5% - 20%	Health Insurance products	0% - 140%
Professional Indemnity	19% - 24%				

Commercial & Rural Insurance Brokers Ltd may also charge a policy fee on **Fire & General Insurance** products.

Some accounts may be processed net of commission and will be charged by way of a fee only. This will generally be based on the commission rate applicable for that class of business. Our commission and any fees will be shown on the invoices you receive from us. Should you decide to cancel a risk at any time, you may receive a refund of unexpired premium less any cancellation fees that may be applied.

We do not charge fees on **Life & Health products**. Our commission on Life and Health products will be shown on the record of advice provided to you.

The following list of our current product providers.

General Insurance Providers	
Insurers Name	Full Name
AIG	AIG Insurance New Zealand Limited
Allianz	Allianz Australia Insurance Limited T/A Allianz New Zealand
AMP	Vero Insurance (NZ) Ltd acting through their Agents AMP General
Berkshire Hathaway	Berkshire Hathaway Specialty Insurance Company
Chubb	Chubb Insurance New Zealand Ltd
IAG	IAG New Zealand Limited
Hollard	The Hollard Insurance Company PTY Ltd
Lloyds	Lloyds of London
Lumley	Lumley, a business Division of IAG New Zealand Ltd
NZI	NZI, a business Division of IAG New Zealand Ltd
QBE	QBE Insurance (Australia) Limited
Vero	Vero Insurance New Zealand Limited
Vero Liability	Vero Liability Insurance Limited
Zurich	Zurich Australian Insurance Limited
Life & Health Insurance Providers	
Insurers Name	Full Name
Accuro	Accuro Health Insurance NZ
AIA	AIA New Zealand Limited
Asteron	Asteron Life Limited
Chubb Life	Chubb Life Insurance New Zealand Limited
Fidelity	Fidelity Life Assurance Company Limited
NIB	NIB NZ Limited
Resolution Life (ex AMP Life)	Resolution Life New Zealand Limited
Southern Cross	Southern Cross Medical Care Society