



DISCLOSURE STATEMENT- Aim Associates Limited

Licensing Information

Aim Associates Limited (FSP154784) is a Financial Advice Provider (FAP) licensed and holds a license regulated by the Financial Markets Authority. There are no conditions as per the license that limit or restrict advice that may be given.

Financial Advice Services

Aim Associated Limited provides financial advice on domestic and commercial insurance cover offered by a range of insurers. We also provide advice for health insurance products by Southern Cross.

Duties

Our advisors are bound by the Financial Markets Conduct Act 2013. This requires them to:

- Give priority to your interests over our own interests
- Maintain competence, knowledge, and skills for giving financial advice set by the Code of Professional Conduct for Financial Advice Service
- Exercise care, diligence, and skill in giving financial advice
- Protect client's information.
- Maintain standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services

Remuneration

Our remuneration is primarily through Fees and Commissions/Brokerage paid by insurance companies, premium funding companies.

Fee & Service Charges

We do not charge you any fee for our efforts in providing financial advice towards your insurance cover. If you take our advice, our remuneration is paid by the insurance providers that we place the insurance policy with on your behalf, by way of commission. This commission will equal to a percentage of the insurer premiums charged.

We may charge a fee to cover disbursements and expenses incurred in the administration and servicing of clients, based on the amount of work and time required. The amount of any fee will be disclosed either at the time we know the scope and nature of the advice required or will be documented on the Tax Invoice.

Premium funding products enable you to pay the insurance premium over the term of your policy by instalments rather than as one lump sum amount. Premium funders (Bexhill) charge interest and they take a power of attorney over your insurance policy, this means they can cancel your insurance policy if you fail to pay an instalment. We own Aim 2020 Premium funding limited company, which we use as an alternative to Bexhill to facilitate monthly instalment to our clients only to spread the payments over the term of the policy. If you enter such an arrangement with BEXHILL or Aim 2020 Premium funding limited company, a funding company then we receive a commission of 5% of the amount funded for your policy.

Conflicts of interest

A financial adviser may have a conflict of interest in circumstances where financial advice has been provided to two clients who later have a dispute, including in respect of liability. In this instance the adviser would clearly disclose the conflict of interest to the clients and would refer one of these clients to another of our financial advisers for further advice and assistance.

We manage all conflicts of interest, ensuring our financial advisers prioritise your interests above their own, by following an advice process that ensures our recommendations are made based on your needs and circumstances. All our financial advisers complete training to understand and manage conflicts of interest. We maintain a register of conflicts of interests and any gifts and other incentives that we may receive. We review our compliance programme annually.



We are a member of Steadfast NZ Limited (Steadfast). Steadfast supplies technology platforms, management, marketing, professional, technical, and buying benefits, and services to support us in providing our financial advice services. Steadfast has arrangements with insurance companies under which Steadfast receives a professional services fee of up to 1.5% of the premium paid for each policy arranged by us with those insurers. These payments are used to operate Steadfast.

Complaint Handling

If you are unhappy with our financial advice service, please contact us so your financial adviser he or she can try to put things right. If you wish to make a complaint, or do not feel comfortable discussing your concerns with your adviser, you can contact us as follows:

- Call us on 09-8469934 between the hours of 9.00 am -5.00pm weekdays
- Email us at info@aimassociates.co.nz
- Write to us at P.O. Box 163 103 Lynfield Auckland 1443

Your adviser will attempt to resolve any issue of dissatisfaction with you immediately. If the matter cannot be resolved to your satisfaction, the adviser will escalate the complaint to his or her manager, notifying you accordingly. We will send you an acknowledgement of your complaint within five working days of your complaint being notified to us. This letter will provide you with our timeline to respond to you and the name of the manager who will be managing our response.

If we are unable to resolve your complaint, or if you decide not to use our internal complaints process, you can contact our external dispute resolution scheme Financial Services Complaints Ltd (FSCL). They provide a free and independent dispute resolution service.

You can contact Financial Services Complaints Limited at:

PO Box 5967

Wellington 6011

Contact number: 0800 347 257

Email: info@fscl.org.nz www.fscl.org.nz

This disclosure statement was prepared on: 15/03/2021