



## **ZERO RISK LIMITED - Disclosure Statement**

### **LICENSING INFORMATION**

Zero Risk Limited (FSP33921) holds a Transitional Financial Advice Provider License issued by the Financial Markets Authority to provide financial advice.

Tim Flowers (FSP100724) and Tania Flowers (FSP278285) are the Directors of Zero Risk Limited and Reluctant Trustee Limited (Tim and Tania) are the Shareholders of Zero Risk Limited.

Tim is a Financial Adviser who operates a licensed Financial Adviser business. Tim can give advice on Personal Insurance and Business Insurance - Life Cover, Trauma Cover, Total and Permanent Disability Cover, Income Cover, Mortgage Repayment Cover, Disability Cover, Key Person Cover, Business Overheads Cover, Redundancy Cover, Premium Cover and Medical Cover.

Tania Flowers is the Office Manager at Zero Risk Limited and supports Tim in the day-to-day operational functions of the business.

Zero Risk Limited (FSP33921) is the Financial Advice Provider.

You can contact us at:

Phone: 07 378 2405

Email: [tim@zerorisk.co.nz](mailto:tim@zerorisk.co.nz)

Office Address: 34 Ruapehu Street, Taupo, 3330

Postal Address: P O Box 2113, Taupo, 3351

[www.zerorisk.co.nz](http://www.zerorisk.co.nz)

### **NATURE AND SCOPE OF THE ADVICE**

Zero Risk Limited provides advice to our clients about their Life Assurance, Disability and Health Insurance. Our Financial Advisers provide financial advice in relation to these financial advice products.

We only provide financial advice about products from certain insurance providers, these providers include:

- Life, Trauma and Disability Cover
  - American International Assurance NZ, Asteron, Cigna NZ Life and Partners Life.
- Health Insurance
  - Accuro, AIA NZ, NIB, Partners Life and Southern Cross.

In providing you with financial advice we will only consider Personal and Business Insurance Benefits including - Life Cover, Trauma Cover, Total and Permanent Disability, Income Protection, Mortgage

Repayment, Disability, Key Person Cover, Business Overheads, Redundancy, Premium Waiver and Medical.

We will not provide advice on existing Whole of Life, Endowment, Investment, or Investment Linked products or any Fire and General Insurance Contracts. We recommend you consult a specialist if you would like advice on these products.

### **FEES OR EXPENSES**

Zero Risk Limited does not charge fees for any service provided. We rely on brokerage being paid through insurance companies for business placed. This fee free service extends to any claims we may manage on your behalf.

### **CONFLICTS OF INTEREST AND INCENTIVES**

Zero Risk Limited's advisers are salaried employees and do not receive commission directly from any providers.

Zero Risk Limited receive commissions from the insurance providers on whose products we give financial advice on.

If you decide to accept the advice provided, the insurance provider will pay a commission to Zero Risk Limited and the amount of commission is based on the amount of the premium and the commission structure elected and/or available.

These commissions are used to fund the usual business operating expenses (Rent, Utilities, Salaries, Transport, Training and Specialised Systems etc.) and to provide ongoing assistance with financial advice and claims for existing and prospective clients.

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, gift hampers, travel 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, financial needs and circumstances.

It is Zero Risk Limited's view that our recommendations are not influenced by any conflicts of interest and this is pair reviewed upon receipt by the Directors of Zero Risk Limited.

To ensure that I prioritise your interests above that of Zero Risk Limited, Advisers follow an advice process that ensures recommendations are made on the basis of your individual goals and circumstances. This process includes:

- Establishing and defining the relationship
- Gathering client data
- Analysing & evaluating financial status
- Developing and presenting recommendations
- Implementing the plan recommendations
- Monitoring the plan recommendations and ongoing service

## **COMPLAINTS HANDLING AND DISPUTE RESOLUTION**

If you are not satisfied with our financial advice service you can make a complaint via of the following:

Email: [tania@zerorisk.co.nz](mailto:tania@zerorisk.co.nz)

Telephone: 07 3782405

Postal Address: P O Box 2113, Taupo, 3330.

When we receive a complaint, we will consider it while following our internal complaints process which consists of the following:

- We will consider all information provided and advise the process we intend to follow. We may need to contact you to collect further information.
- We will aim to resolve complaints within 10 working days of receiving them. If we cannot, we will contact you within that time to let you know of the anticipated time necessary to consider and resolve your complaint.
- Having considered all information available, we will contact you by phone or email to advise whether we can resolve your complaint and how we propose to do so.

If we cannot resolve your complaint or you decide not to use our internal complaints process, you can contact Financial Services Complaints Limited.

Financial Services Complaints Limited provides a free, independent dispute resolution service that may help investigate or resolve your complaint.

You can contact Financial Services Complaints Limited via any of the following:

Email: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

Telephone: 0800 347 257.

Postal Address: PO Box 5967, Wellington 6140.

## DUTIES INFORMATION

Zero Risk Limited, and anyone who gives financial advice on our behalf, have duties 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 ensure 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 [www.fma.govt.nz](http://www.fma.govt.nz).



**Timothy (Tim) FLOWERS - Adviser for Zero Risk Limited**

**IDENTIFYING INFORMATION**

I am a financial adviser (FSP100784), and I am giving advice on behalf of Zero Risk Limited (FSP 33921) the Financial Advice Provider.

My details are as follows:

Name: Timothy (Tim) Morris Flowers

Phone: 07 378 2405, 021 596 321

Email: [tim@zerorisk.co.nz](mailto:tim@zerorisk.co.nz)

Physical Address: 34 Ruapehu Street, Taupo, 3330

Postal Address: P O Box 2113, Taupo, 3351

[www.zerorisk.co.nz](http://www.zerorisk.co.nz)

**NATURE AND SCOPE OF THE ADVICE**

I will provide you with advice in relation to your personal insurances (Life, Disability, Trauma and Health) This insurance is on the life and/or health of an individual person or persons.

We only provide financial advice about products from certain insurance providers. These providers include:

- Life, Trauma and Disability Cover
  - American International Assurance NZ, Asteron, Cigna NZ Life and Partners Life.
- Health Insurance
  - Accuro, AIA NZ, NIB, Partners Life and Southern Cross.

In providing you with financial advice we will only consider Personal and Business Insurance Benefits including - Life Cover, Trauma Cover, Total and Permanent Disability, Income Protection, Mortgage Repayment, Disability, Key Person Cover, Business Overheads, Redundancy, Premium Waiver and Medical.

I will not provide advice on existing Whole of Life, Endowment, Investment, or Investment Linked products or any Fire and General Insurance Contracts. I recommend you consult a specialist if you would like advice on these products.

## RELIABILITY HISTORY

Neither Zero Risk Limited nor I have been subject to a reliability event.

A reliability event is something that might materially influence you in deciding whether to seek advice from me or from Zero Risk Limited. A reliability event could include:

- **publicly disciplined** in last 5 years (FA Act or disciplinary committee)
- **convicted of civil or criminal proceedings or regulatory action** (in NZ or overseas) in relation to financial markets legislation, overseas law that regulates the supply of any financial services, any dealing in financial products
- **convicted of a crime relating to dishonesty** in the past 5 years or
- **discharged of bankruptcy** (in NZ or overseas) in the 4 years before giving this advice

**There are no “liability events” to be reported.**

## FEES OR EXPENSES

I do not charge fees for any service provided. I am paid a salary by Zero Risk Limited and Zero Risk Limited relies on brokerage being paid through insurance companies for business placed to fund this salary.

This fee free service extends to any claims we may manage on your behalf

## CONFLICTS OF INTEREST AND INCENTIVES

I am employed by Zero Risk Limited and receive a salary.

For personal risk products, Zero Risk Limited receives commissions between 0% and 230% of the first year's premiums of your policy – the amount depends on which insurance company and which insurance policy you choose.

Zero Risk Limited also receive a commission of between 2% and 15% of the premium for each year the policy remains in force which is to fund ongoing assistance and servicing of your insurance policy.

In addition, Zero Risk Limited may receive commission of between 15% and 30% of the first year's premiums of your policy, depending upon which insurance company and which policy you choose.

All commission received by Zero Risk Limited is used to fund the usual business operating expenses (Rent, Utilities, Salaries, Transport, Training and Specialised Systems etc.) and to provide ongoing assistance with financial advice, support of clients and client claims

The Reluctant Trust, is a Trust of which Timothy and Tania Flowers are trustees and beneficiary's, holds 50,000 shares in Partners Life Holdings Limited.

*To ensure that I prioritise your interests above my own, I follow an advice process that ensures my recommendations are made on the basis of your individual goals and circumstances. It is Zero Risk Limited's view that our recommendations are not influenced by any conflicts of interest and this is pair reviewed upon receipt by the Directors of Zero Risk Limited.*

### **COMPLAINTS HANDLING AND DISPUTE RESOLUTION**

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- Having considered all information available we will contact you by phone or email to advise whether we can resolve your complaint and how we propose to do so.

If we cannot resolve your complaint or you decide not to use our internal complaints process, you can contact Financial Services Complaints Limited.

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- 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 behavior, 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).

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## STATEMENT OF ADVICE

### IDENTIFYING INFORMATION

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My details are as follows:

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Address: 34 Ruapehu Street, Taupo, 3330

[www.zerorisk.co.nz](http://www.zerorisk.co.nz)

### NATURE AND SCOPE OF THE ADVICE

I will provide you with advice in relation to your personal insurances (life and health), KiwiSaver.

We only provide financial advice about products from certain insurance providers, these providers include:

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- Health Insurance
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- **convicted of a crime relating to dishonesty** in the past 5 years or
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I do not charge fees for any service provided. I am paid a salary by Zero Risk Limited and Zero Risk Limited relies on brokerage being paid through insurance companies for business placed to fund this salary.

This fee free service extends to any claims we may manage on your behalf

## CONFLICTS OF INTEREST AND INCENTIVES

### **Referral Sources**

Zero Risk Limited, Tim and Tania Flowers provide financial services to clientele referred from other colleagues with the view to provide advice in specialized areas of which Zero Risk Limited, Tim and Tania Flowers are licensed.

Brokerage is paid through insurance companies for business placed and this brokerage will be shared with the referral source. These sources include:

- Austinsure Limited
- Malcolm Flowers Insurances limited
- Obsidian Insurance Limited

### **Shares**

The Reluctant Trust, is a Trust of which Timothy and Tania Flowers are trustees and beneficiary's, holds 50,000 shares in Partners Life Holdings Limited.

This shareholding is not taken into consideration when making any client recommendations to place business with Partners Life. We apply our usual processes when evaluating what company and product is best suited to a clients insurance requirements including

- Financial strength of the insurer.
- Claims settlement – *placed high on our assessment*
- Policy wordings
- Long term cost

### ***American International Assurance (AIA NZ)***

I am an employee of Zero Risk Limited and receive a salary.

Zero Risk Limited will receive a commission of between 0% and 200% of the first year's premium from AIA NZ if you take out this policy. (this is dependent on the product mix as some benefits attract a lesser commission rate). In addition, Zero Risk Limited also receive a commission of 7.5% of the of the premium for each year the policy remains in force.

These commissions are used to fund the business operating expenses (Rent, Utilities, Salaries, Training and Specialised Systems) and to provide assistance with financial advice for prospective clients and ongoing support for existing clients.

### ***(Asteron Life)***

I am an employee of Zero Risk Limited and receive a salary.

Zero Risk Limited may receive commission of up to 190% of the first year's premium from Asteron Life if you take out this policy. In addition, Zero Risk Limited also receive a commission of between 5% and 10% of the premium for each year the policy remains in force.

All commissions are used to fund the business operating expenses (Rent, Utilities, Salaries, Training and Specialised Systems) and to provide assistance with financial advice for prospective clients and ongoing support for existing clients.

### ***(Cigna Life)***

I am an employee of Zero Risk Limited and receive a salary.

Lump Sum Cover Brokerage

<b>Commission Options</b>	<b>&gt;= 93%</b>	<b>&gt;= 91%</b>	<b>&gt;= 89%</b>	<b>&gt;= 87%</b>	<b>&gt;= 85%</b>	<b>&lt; 85%</b>	<b>Renewal Commission</b>
Max upfront	230%	210%	200%	185%	130%	50%	7.50%
15% Renewal*	170%	155%	148%	137%	96%	37%	15%
20% Renewal	131%	120%	114%	105%	74%	29%	20%
30% Renewal	76%	69%	66%	61%	43%	17%	30%
Discounted 10%	173%	158%	150%	139%	98%	38%	7.50%
Discounted 15%	115%	105%	100%	93%	65%	25%	7.50%
Discounted 20%	58%	53%	50%	46%	33%	13%	7.50%
Discounted 30%	0%	0%	0%	0%	0%	0%	7.50%

#### Monthly Disability Cover Brokerage

<b>Commission Options</b>	<b>&gt;= 93%</b>	<b>&gt;= 91%</b>	<b>&gt;= 89%</b>	<b>&gt;= 87%</b>	<b>&gt;= 85%</b>	<b>&lt; 85%</b>	<b>Renewal Commission</b>
Standard	170%	155%	140%	125%	85%	40%	15%
15% Renewal	170%	155%	140%	125%	85%	40%	15%
20% Renewal	129%	118%	106%	95%	65%	30%	20%
30% Renewal	70%	64%	57%	51%	35%	16%	30%
Discounted 10%	173%	158%	150%	139%	98%	38%	7.50%
Discounted 15%	115%	105%	100%	93%	65%	25%	7.50%
Discounted 20%	58%	53%	50%	46%	33%	13%	7.50%
Discounted 30%	0%	0%	0%	0%	0%	0%	7.50%

All commissions are used to fund the business operating expenses (Rent, Utilities, Salaries, Training and Specialised Systems) and to provide assistance with financial advice for prospective clients and ongoing support for existing clients.

#### ***(Partners Life)***

I am employed by Zero Risk Limited and receive a salary.

My Trust "The Reluctant Trust" holds 50,000 shares in Partners Life Holdings Limited

Zero Risk Limited will receive a commission of up to 180% of the first year's premium from Partners Life if you take out this policy. (this is dependent on the product mix as some benefits attract a lesser commission rate). In addition, Zero Risk Limited also receive a commission of

10% of the of the premium for each year the policy remains in force. They may also receive commission of 30% of the first year's premiums of your policy.

These commissions are used to fund the business operating expenses (Rent, Utilities, Salaries, Training and Specialised Systems) and to provide assistance with financial advice for prospective clients and ongoing support for existing clients.

**(Accuro)**

*Smart Stay*

I am an employee of Zero Risk Limited and receive a salary.

Zero Risk Limited may receive commission of up to 30% of the of the annual premium for each month the policy remains in force.

*Smart Care, Smart Care+, KidSmart*

I am an employee of Zero Risk Limited and receive a salary.

Zero Risk Limited may receive commission of up to 30% of the first year's premium from Accuro if you take out this policy. In addition, Zero Risk Limited will receive a commission of 10% of the premium for each year the policy remains in force.

All commissions are used to fund the business operating expenses (Rent, Utilities, Salaries, Training and Specialised Systems) and to provide assistance with financial advice for prospective clients and ongoing support for existing clients.

**(NIB)**

I am employed by Zero Risk Limited and receive a salary.

Zero Risk Limited will receive a commission of up to 70% of your first year's premiums premium from NIB if you take out this policy. In addition, Zero Risk Limited also receive a commission of 5% of the premium for each year the policy remains in force.

**(Southern Cross Health Society)**

*Regular Care, Kiwicare, Wellbeing Starter, Wellbeing 1&2, Ultracare, Ultracare400*

I am an employee of Zero Risk Limited and receive a salary.

Zero Risk Limited may receive commission of up 30% of the first year's premium from Southern Cross Health Society if you take out this policy. In addition, Zero Risk Limited also receive a commission of \$138.38 for each year the policy remains in force.

All commissions are used to fund the business operating expenses (Rent, Utilities, Salaries, Training and Specialised Systems) and to provide assistance with financial advice for prospective clients and ongoing support for existing clients.

### *Health Essentials*

I am an employee of Zero Risk Limited and receive a salary.

Zero Risk Limited may receive commission of up to 5% of the first year's premium from Southern Cross Health Society if you take out this policy. In addition, Zero Risk Limited also receive a commission of \$27.00 for each year the policy remains in force.

All commissions are used to fund the business operating expenses (Rent, Utilities, Salaries, Training and Specialised Systems) and to provide assistance with financial advice for prospective clients and ongoing support for existing clients.

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- Meet standards of ethical behavior, 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).

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