

# Disclosure Statement

## LICENSING INFORMATION

**Collaborative Consulting Ltd** (FSPR 717714) hold a licence issued by the Financial Markets Authority (FMA) to provide financial advice.

**John Milner** (FSPR 9761) holds a Discretionary Investment Management Service (DIMS) licence issued by the Financial Markets Authority (FMA) to provide investment services.

## Qualifications

- Graduate Diploma in Business studies endorsed in *Personal Financial Planning*
- Certified Financial Planner<sup>cm</sup> (CFP<sup>cm</sup>)
- Certified Life Underwriter (CLU)

## Experience

John has been providing financial advice since 1988

## Professional Bodies

Founding member of Financial Advice NZ

## NATURE AND SCOPE OF ADVICE

We provide comprehensive advice to our clients including the following:

- Individual investment accounts

- KiwiSaver
- Personal and business risk
- Estate planning

## Individual Investment accounts

We provide financial advice with a wide range of providers and products as follows:

- NZ & International Equities
- NZ Government and Corporate Bonds
- NZ and Australian Managed Funds
- NZ, Australian & International Exchange Traded Funds

We do not hold our clients' cash or investments in our name. All funds are held on the client's behalf by a registered custodian which is regulated by the Financial Markets Authority under the Financial Markets Conduct Act 2013. We use an investment platform for trading of the client's investments (FNZ), unless held directly with the fund manager.

## KiwiSaver

Collaborative holds agencies with the following KiwiSaver providers:

- KiwiWRAP KiwiSaver Scheme
- Milford KiwiSaver Scheme
- Generate KiwiSaver Scheme
- Evidential KiwiSaver Scheme

## Insurers

Collaborative holds agencies with the following Insurers:

- AIA
- Asteron
- Fidelity Life
- Partners Life

The types of insurance products we can give advice on are:

- Life insurance
- Income protection
- Mortgage protection
- Medical protection
- Trauma cover
- Permanent disablement
- Group insurance and employee benefits
- Business risk insurance

## **FEES AND EXPENSES**

### **Investment accounts:**

Fees are separated into three sections:

1. **Advice** – payable to Collaborative Consulting. These may be one-off or ongoing
2. **Custodial & administration** – an ongoing fee payable to FNZ Custodians for assets held on the custodial platform. It is calculated and deducted
3. monthly from the client's custodial account.
4. **Fund manager** – the costs of the underlying investments, such as managed funds. They are deducted within the fund.

### **Advice fees**

- Initial/one-off - We may charge an initial fee for providing advice, presented in the form of a *Statement of Advice* at \$1,200 (excl. GST). Any initial/one-off fee is payable within 7 days of being invoiced.
- Ongoing advice and service: Collaborative Consulting charge a fee based on a percentage of the total investment funds we manage on behalf of the client. On occasion we may agree a fixed dollar fee. The ongoing fee is deducted monthly from the client's custodial account and ranges from 0.10%pa - 1.00%pa + GST.

### **Commission and brokerage:**

- Some KiwiSaver providers will pay a commission to Collaborative Consulting ranging from 0.25%pa - 0.75%pa.
- Insurers will pay a commission to Collaborative Consulting for placing insurance of an upfront fee of up to 230% of first year premiums and up to 7.5% of annual premiums to service the policy from year 2

## **CONFLICTS OF INTEREST AND INCENTIVES**

Collaborative Consulting receives commissions from both KiwiSaver providers and insurers.

John Milner, the sole director and shareholder of Collaborative Consulting takes a shareholder drawing from the company, which is determined by the profit of the business once expenses are paid.

## **COMPLAINTS HANDLING AND DISPUTE RESOLUTION**

If you are not satisfied with our financial advice service, you can make a complaint by emailing [info@cclonline.co.nz](mailto:info@cclonline.co.nz) or by calling 0800 225 665. You can also write to us at: PO Box 106 321, Auckland 1143.

When we receive a complaint, we will consider it following our internal complaints process:

- We will investigate and consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know that we need more time to consider your complaint.

- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you may contact Insurance & Financial Services Ombudsman Disputes Resolution Scheme. They provide a free and independent dispute resolution service that may help investigate or resolve your complaint.

You can contact Insurance & Financial Services Ombudsman by either:

Phone: 0800 888 202 or email: [info@ifso.nz](mailto:info@ifso.nz) or by completing their online complaint form found at: <https://www.ifso.nz/make-a-complaint>. You could also write to them at: PO Box 10-845, Wellington 6143.

## **DUTIES INFORMATION**

Collaborative Consulting 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 isn't 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 which are designed to make sure 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 which 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: <https://www.fma.govt.nz>.

## **CONTACT DETAILS**

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