Heath Cleland

Some important information about me and how I work

Carabiner Advice



I provide advice on behalf of my own company, Carabiner Advice Limited, who is the Financial Advice Provider Licence holder issued by the Financial Markets Authority. I have duties under the Financial Markets Conduct Act 2013 and the Code of Professional Conduct to give priority to your interests and act with integrity.

My contact details

Financial Service: Heath Cleland (FSP107311)

Provider Numbers: Carabiner Advice Limited (FSP1013295)

Address: PO Box 2730, Wakatipu, Queenstown 9349

Mobile: 021 894 303

Email: heath@carabiner.co.nz

Website: www.carabiner.co.nz

How I am trained

I have completed my New Zealand Certificate in Financial Services (level 5) in Life, Disability and Health Insurance.

I continue to complete all necessary training as required by the product providers I offer advice on.

I maintain a record of all Continuing Professional Development I undertake to maintain my knowledge and competence. This includes ongoing training from product providers and industry bodies to keep my skills up to date.

Areas I can provide Insurance Advice

The following are the areas of personal or business risk and insurance advice that I can provide

Personal Risk Insurance needs arising from:

- Untimely Death (Life Insurance)
- Loss of Income through sickness or disability (Income/Mortgage Protection Insurance)
- Suffering a permanent disability (Permanent Disability Insurance)
- Suffering specified serious illnesses or disabilities (Critical Condition/Trauma Insurance)
- Requiring timely hospital or specialist treatment (Health Insurance)

Business Risk Insurance needs arising from:

- Share purchase, partnership and succession needs caused by death or disability
- The loss of a key person through death or disability
- Retirement of business debt and other liabilities caused by death or disability
- Income continuance for disabled shareholders

I can source Insurance products from the following companies:

AIA	Partners Life	Asteron Life	Chubb Life
Accuro Health	NIB	Fidelity Life	Southern Cross Health Insurance
PPS			

My advice process

I follow an internationally recognised advice process which involves:

- A customised solution to match your needs. Our process may include the use of automated underwriting and decision-making tools used by insurance providers to assess your risk and eligibility.
- Establishing the areas of advice for the current engagement.
- Questioning and discussing your needs and objectives.

- Further analysis and research by me, using a unique calculator tool to design a customised solution to match your needs.
- Preparing a written report and presenting my recommendations to you.
- Implement the options you select.
- Contacting you on a regular basis to review these solutions and strategies.

My obligation

I have duties and obligations under the Financial Markets Conduct Act 2013 relating to how I give advice.

I am required to:

- ✓ Ensure you understand the nature and scope of service you ask me to provide
- ✓ Provide an advice service that is relevant to this scope of service and suitable to your circumstances and needs
- ✓ Listen to your needs, concerns, preferences and to treat you fairly and with respect
- ✓ Act with integrity and give priority to your interests and give advice not influenced by my own interests
- ✓ Exercise care diligence and skill in providing you with advice
- ✓ Meet the necessary standards of competence, knowledge and skill to provide you with the advice requested
- ✓ Ensure you understand my advice and recommendation and any associated risks
- ✓ Keep you informed along the way and communicate in a timely, clear and effective manner

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

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Privacy & data

In accordance with IPP 3A (Privacy Act 2020), we notify you that we collect information from third parties (e.g., GPs, ACC, and insurers). We will notify you as soon as practicable after such collection has occurred.

We retain your information for at least seven years. You have a statutory right to request access to or correction of your information at any time.

How I'm remunerated

I receive commissions from the relevant insurance company if you take out new insurance following my advice. The commissions vary between 30% and 240% of the first year's premiums of your policy – the amount depends on which insurance company you choose. I also receive a renewal commission of between 7% and 30% of the premium, for each year the policy remains in force. A table showing the commission received from each insurer will be provided with my recommendations.

To ensure that I prioritise my clients' interests above my own, I follow a unique advice process that ensures my recommendations are based on my clients' individual needs and circumstances. I further manage possible conflicts of interest by having access to and presenting options from a full range of product providers. We conduct regular compliance audits and reviews of our advice to ensure recommendations are based on your needs rather than commission levels.

As a member of The Adviser Platform (TAP), we have access to a Client Relationship Management (CRM) system which is discounted due to partial funding provided by some insurers directly to the CRM platform provider.

I may receive a fee for Referred Services during the advice process.

From time to time I could participate in, or attend events organised by an Insurance Provider, or be rewarded for business I provide to them. This may include tickets to events, hampers or other rewards.

Fees

By the time I have presented our report and recommendations to you, we would have invested approximately 7 – 10 hours of our time ensuring you have been provided with comprehensive advice. Following notification that we have completed our report, we believe 25 working days is a reasonable expectation to present the report to you, allow you time to review the recommendations and finalise the implementation plan.

In the event this timeframe is exceeded, Carabiner Advice at their sole discretion, retains the right to charge an administration fee of $500 (plus GST) in the event of unreasonable delays caused by the client that prevent the finalisation of the advice.

Where the above-mentioned remuneration options are not available, we may charge an hourly rate for providing financial advice. This will be clearly discussed with you prior to offering advice, should it be necessary.

Referral Fees

When we refer you to another service provider such as a mortgage or fire and general broker, we may receive a payment from that provider if you proceed with their product or service. This payment is a portion of the normal remuneration received by the other provider and does not create any extra cost to you.

Feedback / I have a problem

If you have a concern, complaint or are not satisfied with our financial advice service, please let us know so that we can do our best to help. You can let us know by emailing info@carabiner.co.nz, or by calling 0800 227 221. You can also write to us at: PO Box 2730, Wakatipu, Queenstown 9349.

When we receive a complaint, we will follow our Internal Complaints Process:

- We will investigate your complaint and let you know how we intend to best 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 for some reason we are unable to, 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 can contact the Financial Disputes Resolution Scheme.

The Financial Disputes Resolution Scheme provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we haven't been able to do so to your satisfaction.

You can contact the Financial Disputes Resolution Scheme online at www.fdr.org.nz, or contact them on either of the below:

Postal Address: Freepost 231075, PO Box 2272, Wellington, 6140
Freephone: 0508 337 337
Email: enquiries@fdrs.org.nz

Please refer to www.carabiner.co.nz for more information.