



FINANCIAL  
PLANNING

KAURI FINANCIAL PLANNING LTD // DATE: 13 FEBRUARY 2021

# Hello

I'm Darren.

I started this business, Kauri Financial Planning, because I want to work with people who are building their lives around what matters to them. I want to help you make the right financial choices to live your life and make memories meaningful to you.

How I work. You may have put off finding out how to make money work best for you. In the past, understanding your financial options might have been focused on abstract, boring things. My financial advice is different. It starts and ends with you: your situation today, your goals and your dreams. I want to help you plan for your future security and your future fun. I'll give you clear paths to get there fastest, in language you'll understand. Our advice is reliable, above-board and based on what you say you want. As a Financial Adviser, I make sure I'm always learning about the latest products and opportunities, so I can show you the best possible way toward your goals.



**Darren Butter**  
Director - Kauri Financial Planning

## Your Advisor

<b>FINANCIAL ADVICE PROVIDER:</b>	KAURI FINANCIAL PLANNING LTD (FSP727191):
<b>LICENCING STATUS:</b>	TRANSITIONAL FINANCIAL ADVICE PROVIDER LICENCE - VALID UNTIL 15TH MARCH 2023
<b>FINANCIAL ADVISER:</b>	DARREN BUTTER (FSP524587)
<b>CONTACT DETAILS:</b>	DARREN@KAURIFINANCIAL.NZ // 022 524 9531
<b>ADDRESS:</b>	271-277 WILLIS STREET, TE ARO, WELLINGTON 6011

**AREAS OF FINANCIAL ADVICE PROVIDED:**

Kauri Financial Planning Ltd provides financial advice in the following areas:

- Employee Benefits Programs; primarily group insurance products provided through employers to staff
- Personal risk insurance products for the staff members of group insurance schemes
- Business owner protection plans and policies in the areas of share purchase/business succession, securing debt & personal guarantees, business overheads protection and keyperson/locum plans.
- Budgeting
- Income Asset Allocation
- Managed Fund Investment
- House and Contents Insurance
- Property Investment Plans
- Retirement Planning

**OUR OBLIGATIONS TO YOU:**

1. Treat you fairly
2. Act with integrity
3. Provide financial advice which is suitable for you
4. Protect your privacy and confidential information
5. Maintain the competence and skill to deliver advice in our area of expertise
6. Maintain the ethical and behavioral standards required by our professional body (Financial Advice NZ) in addition to the duties of care required by NZ law. Well...laws (plural) actually. There are quite a few of them that apply to us and we try to make sure we are ahead of all of them.

Disciplinary history you should be aware of: None.

There have been no professional indemnity insurance or negligence claims, disputes resolution actions, or disciplinary actions. Ever.

**COSTS OF ADVICE:**

Any remuneration arrangements will be negotiated directly with every potential client before any engagement with that client is agreed to. We may charge fees AND commissions depending upon the scope of the engagement agreed to by a client.

**FEES:**

Fees payable directly by the client to Kauri Financial Planning Ltd upon invoice for planning or consultation work may be applicable. Fees are charged for expertise and opinion, not for product placement or "brokering", unless requested by a client and agreed to by Kauri Financial Planning Ltd.

An estimate of fees for any particular engagement can always be provided in advance, and if necessary we can agree in advance to a fixed price for an engagement. If fees are to be paid, then

- The hourly rate charged is \$200 (+GST)
- Terms of payment are payment on the 20th of the Next Month, with direct credit to the bank account of Kauri Financial Planning Ltd.
- Cash or barter are not accepted as means of payment.

**COMMISSIONS:**

When implementing (or brokering) a group or personal insurance product our preference is to be paid via brokerage, or commission, as this results in no direct fee payable by the client and Kauri Financial Planning Ltd only receives payment from an insurer if we are successful in placing business which the client is happy with.

The gross amount of commission payable to Kauri Financial Planning Ltd on any particular recommendation will be disclosed specifically prior to implementation of any product or plan.

As a general indicator of the range of commissions which may be paid, Kauri Financial Planning Ltd receives standard commission terms from all insurers (there no preferential terms over and above any other adviser in the market), which are:

- Group Insurance Products typically up to 20% x the annual premium, continuing to be paid annually
- Investment Fund Management Commission will be no more than 1% on Funds under Management.
- Personal Insurance Products typically up to 200% x the first years premium paid by a client, with an ongoing commission typically of 7.5%-10% of the annual premium

**CONFLICTS OF INTEREST:**

We have no financial interest in any insurance company or any other general conflicts of interest in forming a professional opinion or delivering financial advice.

There are no material conflicts of interest to disclose in the form of incentives, as we do not participate in insurer-funded conferences or entertainment or functions as a rule, or any sales campaigns or similar incentives.

We will accept an occasional glass of wine or a cup of coffee from an insurance company representative of course, however these are immaterial and engender no particular warm feelings towards any particular insurer.

Should any actual or potential conflict of interest arise during any engagement with a client we will bring that to your notice promptly, and then seek to manage or avoid the conflict if at all possible. If management or avoidance of a conflict to your satisfaction is not possible then we will resign from the engagement with you and professionally assist with the appointment of a replacement and more suitable adviser.

What a client pays is not the same as what the Financial Adviser earns.

**COMPLAINTS:**

What should you do if you are unhappy with something?

If you have a problem, concern, or complaint about any part of our service or your product performance, please contact Darren Butter in the first instance so that we may try to fix the problem.

**Contact:**

Kauri Financial Planning Ltd  
271-277 Willis Street,  
TeAro  
Wellington 6011  
T. 022 524 9531  
E. darren@kaurifinancial.nz

If your complaint cannot be satisfactorily resolved this way, it then becomes a dispute.

The Dispute Resolution process is:

1. In the event of a dispute you must notify us that the complaint is not resolved and is now a dispute.
2. We will confirm in writing our internal complaints process, likely timeframes, and our Disputes Resolution Scheme which you can access at any stage should you choose to.
3. Should we fail to handle the problem to your satisfaction within a reasonable time frame then the product providers themselves have internal complaints handling processes which you might wish to also access. This means that if we have used a particular product that is connected to the issue at Dispute, you can contact the company that issued that product and have them attempt to resolve the matter as well.
4. If these options fail to resolve the Dispute to your satisfaction, then you may take the matter to the [Financial Dispute Resolution Services], of which we are a member. We are bound by the outcome of that process. You can choose to be bound by the outcome but you can also choose to be free to pursue other legal avenues if you wish.

Their service will cost you nothing as we pay for it, and it can help us resolve any disagreements.

**Contact:**

Financial Dispute Resolution Services  
Level 4 (Physical Address)  
142 Lambton Quay  
Wellington  
Postal Address:  
PO Box 2272  
Wellington 6140  
T. 0508 337 337  
E. info@fdrs.org.nz

**YOUR PRIVACY:**

When working with you we will be collecting personal information from you in order to deliver personalized advice which is suitable for you.

This is generally personal information regarding age, health, financial situation and your instructions.

In accordance with the Privacy Act 2020 you are entitled to access any such information we collect and hold on you, and also to have noted any corrections to such information.

Should you require a copy of any information we hold we shall be happy to provide a full copy at our cost, but will always retain original records for legal and compliance requirements.

Records are stored in secure premises and on secured computer systems at our place of business.

All staff employed by Kauri Financial Planning Ltd have access to all client files, and in addition to Kauri Financial Planning Ltd staff other parties may access this information as required by law or for the purposes of providing specific advice to you in accordance with your instructions or our agreed Scope Of Service.

Those parties may include:

- Insurers and other product providers whom we are considering for your needs.
- Market regulators and statutory authorities
- Professional compliance and audit assessors investigating our compliance and professional standard

If you have a complaint is about how we handle your personal information, you can contact the Office of the Privacy Commissioner:

**Contact:**

Office Of The Privacy Commissioner  
1/215 Lambton Quay,  
Wellington Central,  
Wellington 6011  
T. 0800 803 909  
E. enquiries@privacy.org.nz

This option is available in addition to utilizing the Complaints Process of Kauri Financial Planning Ltd.