

Your Adviser:

Financial Advice Provider:

AdviceNet Ltd
FSP725032

Licensing status:

Class 1 Financial Advice Provider
Licence issued 8 July 2022

Address:

95 Scenic Drive
Titirangi
Auckland

Financial Adviser:

A.C. (Tony) Vidler FSP111644

Qualifications:



Certified Financial Planner



Chartered Life Underwriter



Chartered Financial Consultant



MASSEY UNIVERSITY Dip. Bus. (Personal Financial Planning)

Professional Association Membership:



Financial Advice
NEW ZEALAND

Contact Details:

tony@tonyvidler.com

P: 0800 027 007



Tony has been working in the NZ financial services industry in advisory and management capacities since 1990, beginning as a Norwich Union agent. Over his career he has been a practicing adviser together with being involved in agency management roles; has started, grown and sold a sizeable investment and insurance brokerage business; been personally involved in business development with hundreds of advisers; heavily involved in professional development and the evolution of regulation in the NZ industry; worked in senior executive sales and marketing management and been a leading figure in the NZ financial services industry for many years.



In addition Tony is a former Chairman of the Board and Director for 8 years of the financial adviser professional body.

What We Do:

We deliver practical expertise in risk management & business performance enhancement that will accelerate your success



Areas of Financial Advice Provided:

AdviceNet Ltd only 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
- Personal risk insurance products* for individual NZ consumers
- 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.

**Personal risk insurance products includes life insurance, trauma, permanent disability, income protection and health insurance, and does NOT include General Insurance product lines (e.g. house, contents, cars, liability policies).*

Our Obligations & Duties To You:

Under the Financial Markets Conduct 2013 we are bound to:

1. give priority to client's interests
2. exercise care, diligence and skill
3. meet standards of competence, knowledge and skill set by the Code of Professional Conduct
4. meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct

That means we:

- Treat you fairly
- Act with integrity
- Provide financial advice which is suitable for you
- Protect your privacy and confidential information
- Maintain the competence and skill to deliver advice in our area of expertise

Disciplinary history you should be aware of:

None. Nada. Zero. Zip. Zilch.

There have been no adverse 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 AdviceNet 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 AdviceNet 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

- Terms of payment are payment within 7 days of invoice, with direct credit to the bank account of AdviceNet 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 AdviceNet 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 AdviceNet 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, AdviceNet 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 upon renewal at the same rate
- Personal Insurance Products may be up to 240% 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.

Conflicted Remuneration Note:

- All fees and commissions are paid to AdviceNet Ltd
- AdviceNet Ltd uses all gross revenue to pay the operating expenses of running a compliant professional business.
- AdviceNet Ltd then has pays its' tax obligations on the "net profit" after costs.
- What's left, if any, is available to Tony Vidler as the sole shareholder and adviser as personal remuneration.
- Typically the potential conflicted remuneration for the Financial Adviser (Tony Vidler) amounts to between 35-50% of gross revenue in any given year.

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 A.C. (Tony) Vidler; Director; AdviceNet Limited in the first instance so that we may try to fix the problem.

tony@tonyvidler.com

Freephone: 0800 027 007

We will try to resolve any complaints within 5 working days and communicate clearly how we will do that at the time. If your complaint cannot be satisfactorily resolved this way during this time then it may become 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 & re-send our disclosure to you.
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.

You can contact:

Financial Dispute Resolution Services

Mail: info@fdrs.org.nz

Telephone: (Call Free) 0508 337 337

Postal Address: PO Box 2272
Wellington 6140

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. Tony Vidler is The Privacy Officer for the company.

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 until such time as any statute of limitations relating to the advice provided has passed.

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

All staff have access to all client files, and in addition to AdviceNet 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
- Locum adviser in accordance with our licencing conditions

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

PO Box 10 094
The Terrace
Wellington 6143
0800 803 909
enquiries@privacy.org.nz

This option is available in addition to utilizing the Complaints Process of AdviceNet Ltd (which should be used first).

Companies We Use:

We are by no means restricted to these, but we hold agency agreements with AIA, Fidelity Life, Pinnacle Life, Chubb, Asteron, Partners Life, & NIB as they are the insurers we tend to use.

All insurers ask you to hold an agency agreement with them to use their products. However, we hold the view that we do not necessarily need to hold an agency with a company to advise upon its products. You only need agencies if you want to be getting commission from them. If you don't care about commission you don't need to hold an agency. So provided we have competency to review products we can advise upon them.

Additional Privacy Notice:

We will always email clients preferably with documents, instructions, consents, applications and all other forms required by law or our professional obligations (unless that is not possible for a particular client).

AdviceNet Ltd uses an email tracking system which ensures we can verify all emails have been delivered and to which address; time of opening/reading; and they automatically trigger read receipts which we file as part of our records.


