

## TRACY ROBINSON – DISCLOSURE STATEMENT

Tracy Robinson (Financial Services Provider Number **FSP113305**) is an experienced General Insurance Broker, licenced to provide advice on behalf of Paramount Insurances Agencies Limited (Paramount Insurance). Paramount Insurance (**FSP22802**) holds a licence issued by the Financial Markets Authority to provide financial advice on General Insurance Products for both Commercial and Domestic clients.

For more information on our range of **Products & Services**, please refer to this page on our website. If you have any questions call us on 09 3603292 and ask to speak to Tracy, so she can respond to your particular enquiry. If Paramount Insurance is not directly able to provide a product that meets your specific needs, Tracy will be transparent about that limitation. With your permission, Tracy may still be able to help you by referring you to another licenced adviser outside of our company.

Tracy's advice to you must be based on your requirements and the information you have provided to her. Her advice is not influenced by the commission or other incentives that may be offered by the insurance companies.

Tracy's advice must meet the legal duties imposed by the Financial Markets Conduct Act 2013 (as amended by the Financial Services Legislation Amendment Act 2019) and the associated Code of Conduct for Financial Advice Services: <https://financialadvicecode.govt.nz>

At Paramount Insurance we are conscientious about putting our clients first, maintaining good practices and compliance in the insurance industry. We are aware of the importance of recognising and declaring any conflicts of interest. Currently there are no potential conflicts of interest. Tracy and our other advisers are all salaried employees of Paramount Insurance Agencies Limited (Paramount Insurance) and receive no sales bonuses or individual commission payments.

Paramount Insurance itself will receive commissions from the respective insurance providers if you purchase policies through us. The amount of the commission is based on the amount of the premium and can range between 7% and 22.5%. Earthquake commission is between 5% and 10%. We charge up

to 4% of the policy charge as an administration fee for our support service. The total amount of commission and fee will be noted on your invoice.

We do not charge any fees for providing a quotation, nor do we charge a cancellation fee when a policy is no longer required. If a partial refund of premium is paid out by the relevant Insurance Company we must pass that on to you.

Paramount Insurance will only quote on insurance products from providers with a Financial Strength rating of at least 'A-'. Our quotations and invoices will declare the current rating of the relevant provider(s).

Insurance Premiums collected by us are held in a business trust account with Kiwibank until such time as those premiums are due for payment to the Insurance Underwriters or their Underwriter Agencies. We may obtain a small amount of standard Kiwibank interest from the trust account but we do not invest your premiums.

Neither Tracy nor Paramount Insurance Agencies Limited have been publicly disciplined and Tracy has not had any convictions, recent bankruptcies or insolvencies.

If you are unhappy with Tracy's advice or any aspect of the service you receive from Paramount Insurance please inform us as soon as possible, so we can help resolve any issues.

A copy of our **Complaints Procedure** can be found on our website – or you can request a written document to be emailed or posted to you.

Paramount Insurance also belongs to an external dispute resolution scheme through the Insurance and Financial Services Ombudsman. If our Brokers cannot resolve your problem, the Ombudsman will assist you. Further details can be found at <https://www.ifso.nz>