

15 March 2021

## Public disclosure statement

### Licensing information

Patterson Wealth Partners Ltd (PWP), (FSP number 347406) is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

### Nature and scope of the advice

PWP provide financial advice on the following services:

Risk / Insurance	Investment
<ul style="list-style-type: none"> <li>Life and serious illness</li> </ul>	<ul style="list-style-type: none"> <li>Financial and investment planning</li> </ul>
<ul style="list-style-type: none"> <li>Medical</li> </ul>	<ul style="list-style-type: none"> <li>Investment planning</li> </ul>
<ul style="list-style-type: none"> <li>Short and long term disability (income)</li> </ul>	<ul style="list-style-type: none"> <li>Retirement planning and KiwiSaver</li> </ul>
<ul style="list-style-type: none"> <li>ACC workplace (top-up income protection)</li> </ul>	<ul style="list-style-type: none"> <li>Estate planning</li> </ul>
<ul style="list-style-type: none"> <li>Shareholder protection</li> </ul>	<ul style="list-style-type: none"> <li>General aspects of estate planning<sup>1</sup></li> </ul>
<ul style="list-style-type: none"> <li>Key person cover</li> </ul>	<ul style="list-style-type: none"> <li>Residential property investment</li> </ul>
<ul style="list-style-type: none"> <li>Debt protection</li> </ul>	

We provide financial advice about insurance products provided by AIA New Zealand Limited (AIA NZ).

### Fees

PWP may charge fees for the provision of advice and/or implementation and management of different services/products. The fee charged will depend on the nature of the financial advice and service that we provide.

Investment clients will be charged fees for the use of the investment platform. These fees will include the advice provided, an establishment fee and an annual monitoring fee.

Insurance clients will need to pay premiums to the insurance provider if proceeding with an insurance policy. If any fees are to be paid, these will be confirmed to you in writing once the nature and scope of the service being provided is known.

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<sup>1</sup> Any areas requiring specialist advice would be referred to an external professional.

## Conflicts of interest and commissions

Our advisers receive a salary as an employee of PWP.

PWP/our advisers receive a commission from the product providers/insurers through which we place business. Typically we receive an upfront initial commission and an annual renewal fee. We will provide more specific details of these commissions at the time our advice is given.

AIA NZ provides our company/advisers with certain non-monetary benefits that support our business. These may include free CRM software and subsidised training for our advisers.

To ensure our advisers prioritise our clients' interests :

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- All our advisers undergo annual training about how to manage conflicts of interest.
- We undertake an annual independent Compliance Assurance Review by Strategi Group.

## Complaints handling and dispute resolution

If you are not satisfied with our service or if you have a problem, concern, or complaint, please advise us immediately by contacting the Office Manager Alisha Thompson ([alisha@pattersonwp.co.nz](mailto:alisha@pattersonwp.co.nz)). PWP has an internal complaints process and undertakes to investigate your concerns promptly and fairly. If we cannot agree on how to resolve the issue or if you decide not to use the internal complaints process, you can contact our company's dispute resolution scheme.

Financial Dispute Resolution Scheme (FDRS) provides a free and independent dispute resolution service that may help to resolve your complaint if we have not been able to do so to your satisfaction. To contact FDRS:

Call: 0508 337 337

Email: [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)

Address: PO Box 2272, Wellington 6140

## Duties information

PWP and our advisers 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;
- exercise care, diligence, and skill;
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services;
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.

## Contact details

PWP (347406) is the Financial Advice Provider.

Call: 0800 00 27 38

Email: [info@pattersonwp.co.nz](mailto:info@pattersonwp.co.nz)

Write to: PO Box 1421, Christchurch Central

A written copy of this information is available upon request.