

Westpac Life-NZ-Limited

Financial Advice Provider Disclosure Statement.



Financial advice service.

We (Westpac Life-NZ-Limited) (Westpac Life) are authorised by a licence issued by the Financial Markets Authority (FMA) to provide you with a financial advice service. Westpac New Zealand Limited (Westpac) is the licensee of that licence.

We may provide advice in limited circumstances (for example, in written communications), in relation to life and insurance products provided by Westpac Life. We will tell you when we are providing you with advice and explain the circumstances.

When we provide you with advice, we don't compare the products that we advise on to similar products sold by other insurance providers. In addition, we usually do not review or compare any existing policies that you may hold with Westpac Life, unless this is required by the policy, or we agree otherwise.

Usually, our advice is based only on limited amounts of information that you provide us and circumstances at the time. Our advice does not apply on an ongoing basis. If circumstances change, we recommend that you contact us to get more advice.

Our advice is free of charge. If any of the products we recommend have fees or charges we will provide you the details.

Conflicts of interest.

We and our affiliates provide products, services and advice to a wide range of parties. We and our affiliates may provide products, services or advice to parties whose interests may conflict with yours. To manage conflicts, we have a conflict of interest policy and framework in place and our affiliates' advisers are trained to identify and report conflicts of interest. We take all reasonable steps to ensure our advice is not materially influenced by our own or our affiliates' interests, if we know that we or they have a conflict of interest with you.

Commissions.

We do not receive fees or commission for providing you with advice. We will however, and our affiliates may, benefit financially if you take up the products we advise on, including from an increase in premium revenue if:

- a new policy is taken out;
- there is an increase in the sum insured of an existing policy; or
- an additional benefit is added to an existing policy.

To manage conflicts, we have a conflict of interest policy and framework in place and our affiliates' advisers are trained to identify and report conflicts of interest. We take all reasonable steps to ensure our advice is not materially influenced by our own or our affiliates' interests, if we know that we or they have a conflict of interest with you.

Duties information.

When providing financial advice, we are bound by a number of duties under the Financial Markets Conduct Act, including:

- Meeting the standards of competence, knowledge and skill as set out in the Code of Professional Conduct for Financial Advice Services (Code);
- Giving priority to your interests;
- Exercising care, diligence and skill; and
- Meeting the standards of ethical behaviour, conduct and client care as set out in the Code.

Complaint and dispute resolution process.

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Contact us:

Call us on **0800 738 641** Monday to Friday 8.30am – 5pm.
Overseas **+64 9 912 8000** (international toll charges apply).

Tell us in person at your local branch.

Write to us Westpac Life-NZ-Ltd
PO Box 934
Shortland Street
Auckland 1140.

Or visit our website westpac.co.nz/contact-us/complaints for information on how to get in touch.

We're committed to resolving your complaint quickly and fairly. To help us do this, please provide us with:

- Your name and address
- Details of your concern
- What you would like us to do to put things right
- How you would like us to contact you e.g. phone number and best time to call or email address
- Any other relevant information.

We'll acknowledge your written complaint within five working days of receipt, however where possible we'll aim to resolve your complaint on the spot. If we need additional time to get back to you, we'll let you know. We'll confirm that we are looking into your complaint, and let you know when you can expect a response. We'll also keep you updated on our progress.

If you have a complaint and we couldn't resolve your concern in a Westpac branch, through the call centre, by mail correspondence or through the website you can contact Westpac's Customer Solution team directly on **0800 351 494** or customersolutions@westpac.co.nz or write to:

Westpac Customer Solutions
Freepost 125 436
P O Box 934
Auckland 1140
New Zealand.

Westpac's Customer Solutions team, on behalf of Westpac Life, are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint. Westpac's Customer Solutions Team will always contact you to share the final response, provide an explanation of what we have found and why the decision has been made.

If you're not satisfied with the response after your complaint has been fully investigated, you can seek assistance from the Banking Ombudsman Scheme, which provides an independent dispute resolution service. The Banking Ombudsman can help customers investigate or resolve concerns and disputes with their bank, free of charge.

The Banking Ombudsman is always available to provide advice on whether the complaint resolution proposed by Westpac on behalf of Westpac Life is fair and reasonable. We encourage you to discuss your queries with the Banking Ombudsman Scheme – providing the Banking Ombudsman Scheme with an overview of your concern and Westpac's suggested complaint resolution.

However, please note that before the Banking Ombudsman can formally investigate your complaint, it must first have been fully reviewed by the Westpac Customer Solutions team.

View the **Banking Ombudsman brochure**

Phone **0800 805 950**
Web **bankomb.org.nz**
Email **help@bankomb.org.nz**
Post **Banking Ombudsman**
Freepost 218002
PO Box 25327
Wellington 6146.