



Terms of Engagement

*It is important that you read and understand these terms and conditions as they describe the obligations of both you and **BRAVE**day regarding the services we provide.*

Who We Are...

BRAVEday are "Your Insurance Planning Experts".

We give advice on business, personal and fire & general insurance. In essence we provide the tools that enable you to make informed decisions on how to protect yourself, your family and your business.

... and we fight for you at claim time.

About Dean...

BRAVEday was formed in September 2000 (originally as Young Financial Solutions Limited, and rebranded to Brave Day Limited in March 2008) as a specialist insurance advice firm and offers a range of risk management solutions to business owners and private clients.

Dean has been a financial adviser since 1999 and gives advice on Risk Management.

Experience...

- | | | |
|-----------------------------|------------------|----------------------|
| • Brave Day Limited | Director | March 2003 – Present |
| • Gary Whetton & Associates | Associate | 2000 – 2003 |
| • AMP | Employee Adviser | 1999 – 2000 |

Prior to becoming an insurance adviser Dean had 10 years' experience in the banking sector as both a Corporate Dealer and Money Market Trader with HSBC and BNZ.

Qualifications...

Dean is a Registered Financial Adviser (RFA) and completed the National Certificate in Financial Services (Financial Advice) (Level 5) in 2011.

Dean keeps his qualifications up-to-date through continuing education (consisting of seminars, technical briefings, product accreditation and conference workshops). This includes keeping up-to-date with changes to relevant consumer laws such as the Fair Trading Act 1986.

Professional Bodies...

Dean is a member of the Professional Advisers Association (PAA) and, as a condition of his membership he must adhere to the PAA Code of Ethics and PAA Practice Standards in all facets of his practice.

Awards...

- Dean won the 'Professional Advisers Association New Zealand Adviser of the Year' (2013)
- **BRAVE**day entered the 'Westpac Auckland North Business Awards' (2013), winning:
 - Employer of Choice
 - Small Business of the Yearand were also a finalist in:
 - Excellence in Customer Engagement

Our Services...

Personal and Business Insurance Planning...

We can help tailor an insurance plan for you that ensures you have the insurance protection that you need, in place at an affordable price. You tell us about your circumstances and we work with you to develop the right plan for your insurance needs.

We do not tell you what insurance benefits you need or how much you need; our job is to give you the means to make an informed decision.

With all our personal and business insurance plans, we also offer a free claims service where we manage any claims for you. We will also provide regular reviews of your insurance cover once it has been put in place.

Insurance Product Implementation...

If you already know what insurance benefits you want, we can arrange quotes and product options for you. We can then help you implement the products with the insurer to ensure you get the cover you want.

Transactional Services...

In the event that you decline to provide requested information regarding your objectives, financial situation or particular needs to us, or provide incorrect or false information, we can only provide you with a 'Transactional Service'.

Transactional Services are based on your request; we will therefore not be providing personalised financial advice to you.

What this means is that we will not consider your personal circumstances such as your current situation, current needs, objectives or the appropriateness of your requests and will not provide advice relating to the merits of these transactions.

Any limitations may mean that the resulting insurance cover is not totally suitable for your personal circumstances.

Review of Existing Insurance...

If you already have insurance cover in place, we can look to review this for you. We can either review this and let you know any gaps you have in your cover or we can review this as part of your insurance plan.

Claims Management...

We can offer assistance with any claims, either new claims or ongoing claims. We can manage this process for you to help get things sorted and we can use our experience to help with any claims that are a bit outside the box.

*** Please ask your adviser if you are not sure what type of advice or service you require.*

Our Process...

We offer a complete approach to managing your finances that includes providing sound and well researched financial solutions tailored to meet your specific needs.

At **BRAVE**day, we are focused on achieving the very best outcome for you and putting you in the best position at claim time. Dean is committed to building effective and lasting relationships, beginning with an initial consultation where he works with you to understand your specific needs and goals.

Dean follows a simple three step process when providing advice;

1. Discussing exactly what type of service you want and identifying your requirements.
2. Preparing a plan or product options to meet your needs.
3. Agreeing on any implementation and other actions to ensure the products work for you.

All our plans are provided in writing.

Our Obligations...

As a registered financial adviser Dean has obligations under the Financial Advisers Act 2008 (including regulations made under that Act) and under general law.

Client Responsibilities...

It is your responsibility to provide us with accurate and relevant information at the time that the initial information is being gathered by way of the Fact Find or Needs Analysis, whichever takes place first. If you provide us with incomplete or inaccurate information, we may not be able to provide you with the advice, products or services you are seeking.

It is important that you understand your obligation to provide us with accurate and relevant information in order for the financial services provider to appropriately assess the risk and make an informed decision about the products you may be seeking.

For insurance products, in order for the insurer to assess the risk and the appropriate premium, the law requires you to disclose all the information you know, or should know, that is relevant to the insurer's decision whether to provide cover or determine the terms of cover. This is called your 'duty of disclosure'. For example, you should disclose your current income and your medical history.

Wholesale Clients...

Please be aware that if you are a wholesale client, by engaging in our services you are opting into a retail service.

Fees and Remuneration...

Fees...

Normally Dean does not charge a fee for the advice he provides you.

However in some complex cases where no insurance policies are implemented, a fee may be charged. We may also charge a fee if you are not currently a **BRAVE**day client and we are helping you with a claim for a policy that we did not implement.

We will discuss the nature and total amount of fees that you will be charged and how they must be paid with you, prior to you going ahead with this service. All specific fees will be agreed as part of our Scope Of Service in your **BRAVE**day Insurance Plan.

Our standard fees are set out below:

- \$250 per hour

All fees and charges are quoted exclusive of GST. Any GST applicable will be added to the quoted fee or charge and is payable by you.

We do not charge a fee for clients to implement an Insurance Plan.

*** Please note that Brave Day Limited does not accept cash payments.*

Remuneration...

Product providers will pay us commission as a result of you acquiring their products. The amount we will be paid will vary depending on the product and the provider.

In addition to receiving initial commission from insurance providers we will also receive trail commission (ongoing for the duration of the policy) equal to a percentage of, for example, your annual premium.

Additionally, from time to time we receive gifts from insurance product suppliers. Such gifts can potentially include consumer goods, travel and accommodation. These gifts are at the discretion of product suppliers and we are unable to provide details of these gifts until such gifts are received.

Other Interests and Relationships...

We do not have any preferential terms (other than those readily offered to other market participants) or production performance agreements with any particular insurance company. We do not have any commercial relations or contractual arrangements that present any particular conflicts of interest to consumers generally, which would be reasonably likely to materially influence us in providing the financial adviser service.

As an adviser, Dean holds a number of formal agency relationships with insurance product providers. We have formal agencies with Accuro, AIA, Asteron, AMP, Fidelity Life, nib, OnePath, Partners Life, Sovereign, and Southern Cross. We are not required to place any level of business with any supplier or financial organisation.

We have a close working relationship with Accuro, Asteron, Fidelity Life, nib, Partners Life and Sovereign and often talk directly to the actual people who manage your insurance policy; people like the insurance underwriters and claims assessors. This means we can provide a great level of service and help you get the right results.

These relationships are reviewed on a regular basis using a number of different criteria listed, but not limited to:

- Claims experience
- Underwriting terms
- Financial backing and credit rating
- Relative market position
- Premium rates
- Product features and benefits
- Service levels

We do not have any other financial or other relationship with any other person that would be reasonably likely to influence us in giving advice, except as described above.

Use of Information...

In order to provide financial advice services to you, we collect your personal information (including full name, address, and contact details). We use this information so that we can assess your insurance needs, administer your insurance policies as required, provide you with the products and services you request and provide you with ongoing financial advice services as requested. If you do not provide the information requested, this may result in the inability to service you.

This information is held at the **BRAVE**day office (1 Nile Road, Milford, Auckland). The information is also stored in XPlan, a data storage provider using a Cloud based platform. If at any time you wish to have access to, or correct any information we hold about you, please contact us.

We may be required to disclose information by law. We may also disclose personal/business information to other financial institutions and organisations at their request if you seek to obtain products and/or services from them. Personal/Business information may also be disclosed to:

- Professionals including but not limited to solicitors, accountants, mortgage brokers, and stockbrokers when a referral is required, at your request;
- If you have insurance, those involved in the insurance process including but not limited to claims investigators, medical practitioners, re-insurers, insurance reference agencies;
- If Dean intends to sell this business, any prospective purchaser of the business.
- The Financial Markets Authority and/or any other regulatory body as requested.

From time to time, this information may be updated and/or changed and we undertake to advise you of material changes to any of the items and/or products/services noted above by email and/or mail.

General...

These terms and conditions apply to any transaction, financial or otherwise or any services provided by Brave Day Limited.

You acknowledge that Brave Day Limited is neither obliged to accept you as a client, nor to provide you with any explanation for refusing you services where a decision is made to do so. Brave Day Limited retains the right not to provide services or issue products to any applicant.

Additional terms and conditions not stated herein may apply to the specific products or services Brave Day Limited provides. Dean will provide you with any such additional terms and conditions if applicable. In the event of a conflict, such additional terms and conditions will take precedence in respect of the products and services to which they apply.

For More Information...

If you have a question about anything in this document or you would like to know anything more about Dean or **BRAVE**day, please contact us on (09) 480 6113 or info@braveday.co.nz

If you have a question about financial advisers generally, you can contact the Financial Markets Authority (FMA).

*** This document was last updated on 18 October 2017.*