



FINANCIAL ADVISER DISCLOSURE STATEMENT

Who am I?

Name of financial adviser: Carolyn McMillan
Financial Service Provider: OFS Insurance Brokers Limited
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Registration number: FSP742911

It is important that you read this information.

It will help you (the client) make an informed decision whether I as a financial adviser that gives advice for products, is suitable for your needs and whether to seek, follow or accept the financial advice I give. This Disclosure Statement is required under the Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020.

What sort of adviser am I?

I am a Financial Adviser that gives advice on behalf of OFS Insurance Brokers (**OFS**) who is a licensed Financial Adviser Provider by the [Financial Market Authority of New Zealand](http://www.fma.govt.nz) (FMA). The Financial Services Legislation Amendment Act 2019 requires OFS Insurance Brokers to hold a current license for Advisers to provide Financial Advice Services to you the Client.

To view my registration and OFS license go to the Financial Service Providers Register <https://fsp-register.companiesoffice.govt.nz/> and search our Financial Service Provider (FSP) number FSP34627, or click on [here](#) to go directly to our registration.

As a Licensed Financial Advice Provider, we have standard conditions on our license, these conditions are not specific to OFS Insurance Brokers and does not limit or restrict advice that may be given.

What financial advice can we provide to you?

I can give financial advice on Insurance Products for Commercial and Domestic Clients.

Insurance Product Providers

A list of the Insurance Product Providers that OFS insurance policies with can be found [here](#)

Limitations and restrictions

I am committed to providing my clients with good financial advice that is suitable for my client's needs. I only provide financial advice on Insurance Products.

What fees do we charge?

We will charge fees that are payable by you the client when our advice is followed, accepted and the insurance policy is purchased. The fees we charge are for our service, placement, implementation, and administration of the insurance policies that you choose to accept and purchase. The total fees payable may increase with the number of insurance policies that you choose to purchase.

How do we act with Integrity?

To ensure that I prioritise your interests above my own I follow an advice process that ensures recommendations are made based on your individual needs and circumstances (and not based on other factors, such as the amount of commission we may receive). I complete annual and ongoing training about how to manage conflicts of interest, and OFS maintains a Conflicts of Interest Register. OFS monitors these registers and provides additional training where necessary. OFS performs an annual review of the compliance programme.

You should be aware there are potential conflicts of interest that you the Client may need to take into consideration when you decide to seek and accept financial advice from us. I will make you aware of any conflicts when giving advice.

How do we get paid for the financial advice and Products that we provide to you?

OFS and I **do not receive** any commission or other incentives for giving Financial Advice. OFS **does receive** commission when the client accepts our financial advice and purchases an insurance policy. Our advisers are all paid salary, receive no commission and may receive additional income based on my performance. The commission is paid by the Insurer (product provider's) for the insurance business on each insurance policy that the Client purchases. **The commission is paid to us can be between the range of 0-30% of the insurer portion (total premium of the Insurance Policy less government levies and taxes).**

Payment of the premium, including any associated charges, is due within the credit terms which are shown on our tax invoice(s). OFS may also earn investment income from the handling of premium funds. Should you require me to arrange Premium Funding Facilities for you, OFS may receive commission from the premium funding company in connection with your premium funding facilities.

NZbrokers Management Limited

OFS is a member of NZbrokers Management Limited (**NZb**), NZb provides services such as IT, education, training, technical insurance product and claims support and group member benefits to OFS. When a client accepts our financial advice as your adviser and purchases a policy NZb may receive a service fee or technology fee from the Product Provider.

AUB Group NZ Limited

Our parent company, AUB Group NZ Limited, may receive a service fee from the insurer when you accept financial advice from OFS and purchase an insurance policy.

In some cases, we may refer you or advise you to use the services of one of our related body corporates, for example one of the underwriting agencies within the AUB Group. All placements and referrals will be made independently and without any undue influence to ensure objectivity.

Our Terms of Trade

The OFS Terms of Trade (TOT) can be found on our website [Terms of Trade | OFS Insurance Brokers](#).

Our TOT set out the terms and conditions on which we will provide you with our services and apply to all the services we provide unless we agree otherwise in writing.

How can you depend on the Advice you receive?

I have not been subject to any other reliability events that would influence you the client in deciding whether to seek or obtain advice from me as your adviser.

How to make a Complaint

If you have a problem, concerns, or you are dissatisfied with either a product or financial advice service that has been provided by OFS or myself and you require action to be taken please tell us so that we can help and fix the issue. To make a Complaint please follow this link <https://www.ofs.nz/complaints-policy> which will give details on our Complaints Process and how to make a Complaint.

If a complaint is received, OFS will approach all complaints with an open mind, listen, and treat each complainant as an individual and with courtesy and respect. We will promptly acknowledge the complaint at the earliest possible opportunity and every attempt will be made to resolve your complaint in a timely manner, with staff escalating as necessary to Senior Management or Complaints Manager.

You will receive a written decision, remedies, and resolution as soon as practicable after OFS has decided the outcome.

What to do if you are not satisfied after making a Complaint

If you feel your complaint is not resolved to your satisfaction using the OFS complaints process, or you are unsatisfied with the response or resolution, you can contact **Financial Services Complaints Ltd (FSCL)**. FSCL is a dispute resolution scheme of which we are a member. This service **will cost you nothing** and is an independent service that will help investigate or resolve the complaint. You can click on this link to find out how to make a complaint to Financial Services Complaints Limited. <https://fscl.org.nz/make-a-complaint/>

You can contact FSCL at:

Postal Address: P.O. Box 5967, Wellington 6145

Email: info@fscl.org.nz

Telephone: 0800 347 257

Website: <http://www.fscl.org.nz/>

What are my duties as an adviser?

As a financial adviser I give financial advice to clients on OFS's behalf, when giving advice I must:

- Hold a Level 5 New Zealand Certificate in Financial Services or equivalent
- Maintain competence, knowledge, and skills for giving financial advice by completing and continuing professional development
- Abide by the Code of Professional Conduct for Financial Services and have ethical behaviour, good conduct and provide client care, [click here for the Code of Conduct](#).
- Listen to you the client carefully to discover their needs
- Recommend products or services that meet the client needs and explain why
- Give clear and concise communication
- Protect client's information
- Give priority to the client's interests when giving financial advice

Who licenses and regulates us?

The Financial Markets Authority. You can report information about us to the Financial Markets Authority at: <https://www.fma.govt.nz/contact/> or email questions@fma.govt.nz but if you want to complain you should use our dispute resolution procedures described under ***How to make a Complaint?*** And ***What to do if you are not satisfied after making a complaint?***

This disclosure statement was prepared on:

01/08/2025