

# Invicta Financial Disclosure Summary Information



## **Trading name: Invicta Financial**

### **Our office details**

Address: Suite 8, 211 Ferry Road, Christchurch 8011

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

Website: [invictafinancial.co.nz](http://invictafinancial.co.nz)

### **Identifying Information**

Invicta Financial Limited t/a Invicta Financial is a Licensed Financial Advice Provider issued by the FMA to provide financial advice services. Financial Services Provider Number is FSP1003084 .

### **Duties Information**

We have duties under the Financial Markets Conduct Act 2013 which focuses on putting your interests first, you can find out more information through our website or by contacting the Financial Markets Authority for more information, including financial tips and warnings.

### **Nature and Scope of the Advice**

Financial advisers of Invicta Financial provide financial advice in relation to personal insurance (life and health), KiwiSaver, general and commercial insurance.

### **Neither Invicta Financial nor I have been subject to a reliability event.**

A reliability event is something that might materially influence you in deciding whether to seek advice from me or from Invicta Financial. As an example, it would include legal proceedings against me, or if we had been discharged from bankruptcy in the last four years.

#### **Disclosure Summary May 2023**

Invicta Financial is a trading name for Invicta Financial Limited, a limited liability company. While every care has been taken to supply accurate information, errors and omissions may occur.



## Fees and Expenses

We will not charge a fee for the financial advice that I provide to you. However, if you do decide to take out any policies with us, Invicta Financial will receive a commission from the providers that we work with.

### Insurance

We do not charge fees directly to our clients. Instead, we are remunerated directly by the insurance provider with:

- An initial commission – a percentage of the value of your insurance premiums (when a policy is accepted). These could range from 0-230%.
- An ongoing commission – a percentage of the value of your premiums, paid annually and usually calculated on the renewal of insurance products. These could range from 0-25%.

### KiwiSaver

- An initial commission – payments are based on PAYE income and transfer balance. These could range from \$0—\$240
- An ongoing commission – an administration payment based on account balance. These could range from 0%—0.50%.

### Fire & General

- An initial commission – a percentage of the value of your insurance premiums (when a policy is accepted). These could range from 0-50%
- An ongoing commission - a percentage of the value of your premiums - paid annually and usually calculated on the renewal of insurance products. These could range from 0-10%.

## Products we can provide financial advice about:

- Personal and group Insurance (life cover, disability, income protection and trauma)
- KiwiSaver generalised advice
- Fire & General Insurance

For Life and Health Insurance, Invicta Financial have chosen to work with:



For KiwiSaver, Invicta Financial have chosen to work with:



For Fire & General, Invicta Financial have chosen to work with:



## How we manage conflicts of interest and put your interest first

All of the services Invicta Financial offers are provided free of charge to our clients. This is because we are paid by the providers when one of their products is taken up on the back of our recommendation.

Although we are paid by the providers, we always put your interests first:

- We follow a proven 6-step advice process that puts our clients' needs at the heart of the advice process
- We identify and disclose the maximum level of commission we may get on the back of our recommendation
- If our recommendation involves replacing cover, we will provide a comparison of covers and explain what the recommended provider offers that your existing cover does not. We will also let you know if there is anything your existing provider covers that the recommended provider will not.
- All our recommendations are provided in writing with an explanation as to how they are based on your individual needs
- Invicta Financial completes internal and external reviews of our advice process to ensure we follow a thorough review process that puts client interest first.

## Our Duties

Under the Financial Markets Conduct Act 2013, it is the duty of Invicta Financial Limited and our advisers to:

- meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code of Conduct), which form part of the wider regulatory regime for financial advice and ensure we have the expertise necessary to provide you with advice; and
- give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by our own interests or the interests of any other person connected with the giving of advice; and
- exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances; and meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct, to treat you as we should and to provide you with suitable advice.

## **What if something goes wrong:**

### **Our internal complaints process**

If you have a problem, concern or complaint about any part of our advice or service, please tell us so that we can try to fix the problem.

Our internal complaints team can be reached via email at [info@invictafinancial.co.nz](mailto:info@invictafinancial.co.nz) or (phone number) 021 0824 54584 will reply to you within 48 hours.

Our internal complaints handling process is as follows:

- We will consider your complaint and let you know how we intend to resolve it.
- We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within ten working days of receiving them. If we cannot do so, we will contact you to let you know we need more time to consider your complaint and provide you with a realistic timeframe.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

### **Our external complaints process.**

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme – Financial Service Complaints Limited . This service will cost you nothing, and will help us resolve any complaints.

You can contact Financial Service Complaints Limited at:

Address: PO Box 5967, Wellington 6140

Phone number: 0800 347 257

Email address: [info@fscl.org.nz](mailto:info@fscl.org.nz)