



Smart Adviser

Live Your Best Financial Life

JULY 2024

Disclosure Statement

LICENSING INFORMATION

ENLIGHTENED LIFE LTD (FSP532766, TRADING AS SMART ADVISER) HOLDS A LICENSE ISSUED BY THE FINANCIAL MARKETS AUTHORITY TO PROVIDE FINANCIAL ADVICE.

Licensing Status: Full Licence



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NATURE & SCOPE OF OUR ADVICE



AREAS OF ADVICE

Smart Adviser provides advice to our clients about the following services.

Our Financial Advisers also provide advice about financial products in relation to our areas of advice.

- Financial planning
- Retirement planning
- Investing
- Personal risk management and insurance
- Mortgages, loans and debt management
- Business risk management and insurance

FINANCIAL PRODUCTS WE ADVISE ON

We provide financial advice services in respect of the following types of financial products:

RISK PRODUCTS

- Life cover
- Accidental death cover
- Trauma/Progressive cover
- Income protection
- Mortgage protection
- Health insurance
- Total & permanent disablement
- Disability income protection
- Specialist business insurance

SAVINGS & INVESTMENT PRODUCTS

- Superannuation and KiwiSaver
- Unit trusts and managed funds

MORTGAGE & LOAN PRODUCTS

- Mortgages
- Business loans and finance
- Personal loans and finance

**FINANCIAL FREEDOM
BEGINS WITH
A DREAM**



PRODUCT PROVIDERS WE WORK WITH

We only provide financial advice about products from certain providers. We work with:

RISK INSURANCE PROVIDERS

- Asteron Life Ltd
- Fidelity Life Assurance Company Ltd
- AIA New Zealand Ltd
- Partners Life Ltd
- NIB NZ Ltd
- Southern Cross Medical Care Society
- Cigna
- Pinnacle
- Accuro Health Insurance

INVESTMENT PROVIDERS

Managed Funds

- Select Wealth Management Ltd
- iSelect
- Booster Investment Management
- Milford Asset Management

KiwiSaver Providers

- Booster Investment Management
- OneAnswer(NZ) Ltd
- Generate Investment Management Ltd
- Milford Asset Management

MORTGAGE & LOAN PROVIDERS

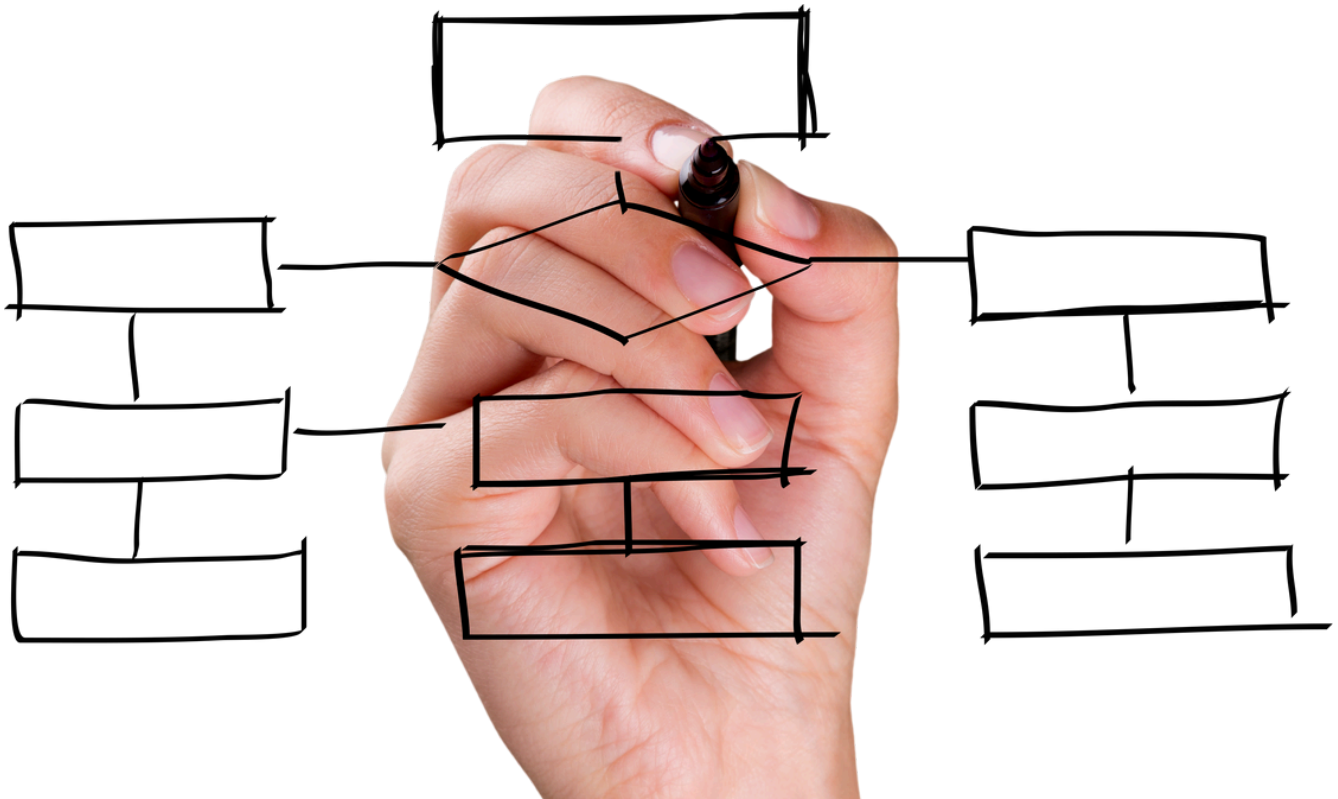
- ASAP Finance
- ANZ
- ASB
- Basecorp Finance
- BNZ
- Cooperative Bank
- Cressida Capital
- First Mortgage Trust
- Heartland
- Liberty
- Merx
- Peppermoney
- Prospa
- Resimac
- Select
- Sovereign
- Tower
- TSB Bank
- Westpac



ADVICE WE DON'T OFFER

We do not provide accounting, legal advice or business advice, general insurance advice such as vehicle, home and contents insurance, or business public liability and indemnity insurance. However, we can provide you with a referral to one of our preferred partners.

COSTS OF ADVICE



FEES & EXPENSES

The amount we charge depends on how complex your needs are and the type of advice and service(s) you require.

Fees are payable with 7 days of the date of invoice.

SERVICE PROVIDED

FEES PAYABLE

FINANCIAL, RETIREMENT AND INVESTMENT PLANNING

This service provides a customised plan and does not include financial products.

A minimum fee of \$1,500 + GST applies. The maximum fee payable is \$2,500 + GST.

MORTGAGE & FINANCE BROKERAGE

This service involves researching the market and finding the right solutions and financial products to fit our clients' needs.

No fee is payable if you have already paid a planning fee within the last 12 months, otherwise a minimum finance brokerage fee of \$1,500 + GST applies. In the event that you decline to proceed with a favourable recommendation within 6 months, any work done (calculated at \$250 per hour excluding GST) in excess of 6 hours work will be payable up to a maximum of \$2,500 + gst.

INSURANCE/RISK BROKERAGE

This service involves researching the market and finding the right solutions and insurance products to fit clients' needs.

No fee is normally payable by you. However, in the event that you engage Smart Adviser's insurance/risk brokerage service and you decline to proceed with a favourable recommendation within 3 months, a brokerage fee of \$1,500 + GST shall apply.

INVESTMENT BROKERAGE

This service involves researching the market and finding the right solutions and financial investment products to fit clients' needs.

A minimum fee of \$1,500 + GST applies. The total fee payable is calculated as 1 - 3% of the total value of the investment up to a maximum of \$5,000 + GST. The actual percentage applicable will be advised in advance of the investment being placed.

SERVICE PROVIDED

FEES PAYABLE

FINANCIAL ADVISORY

This service evaluates the continuing effectiveness of existing financial plans and products.

A minimum fee of \$1,500 + GST applies. The maximum fee payable is \$2,500 + GST.

REFERRALS TO OTHER PROFESSIONALS

This service connects you to external professional advisers.

No fees are charged for referrals to other professional advisers such as solicitors, accountants, business advisers, valuers and property experts.

REFERRALS TO FINANCIAL PRODUCT PROVIDERS

This service connects you to third-party product suppliers with whom we do not have a commission relationship with.

Where we refer you to a third-party financial product supplier who does not pay us a commission, you will be charged a fee equivalent to 1% of the total value of the financial product they provide you. (E.g. second tier and private lenders)

**This has been calculated on an average of 10 hours research, administration to complete and submit any applications on your behalf and reporting to you at our hourly rate of \$250 per hour + GST.*



CONFLICTS OF INTEREST AND INCENTIVES

Enlightened Life Limited (trading as Smart Adviser) and our financial advisers receive commissions from the providers on whose products we give financial advice (E.g. insurers, banks, KiwiSaver providers). If you decide to proceed with a product we recommend, the provider will pay a commission to us and to your financial adviser. The amount of commission is based on a number of factors including (but not limited to) the value of the business placed with the provider, the premium or fees payable and the type of product.

From time to time, product providers may also reward us for the overall business we provide to them. Some product providers pay a persistency bonus which is a fixed percentage gross commission determined by the overall business quality, or persistency, held with a product provider.

The amount of commission payable to us varies between Providers. We will disclose to you any commissions we are to receive when we make our

recommendation(s) and prior to the implementation of any product or plan.

To ensure that our financial advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances. Should any actual or potential conflict of interest arise during any engagement with you, we shall bring that to your attention promptly and then seek to manage or avoid the conflict if at all possible.

If management or avoidance of a conflict to your satisfaction is not possible then we will resign from the engagement with you and will assist with the appointment of a replacement and more suitable adviser.

Smart Adviser has outsourced service agreement with Kiwi Advise Network (KAN) to provide a compliance assurance programme for Smart Adviser.



COMPLAINTS HANDLING AND DISPUTE RESOLUTION

If you have a problem, concern, or complaint about any part of my service, please contact Smart Adviser so that we can try to fix the problem. Smart Adviser has an internal complaints procedure in place. You may initiate the internal complaints process by contacting us on (0800) FIN FREE (346 3773). You can also directly email us at support@smartadviser.co.nz.

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints procedure, you can contact the Financial Dispute Resolution Service.

This service will cost you nothing, and will help us resolve any disagreements. You can contact the Financial Dispute Resolution Service at

ADDRESS

LEVEL 4, 142 LAMBTON QUAY,
WELLINGTON CENTRAL, WELLINGTON
6011, NEW ZEALAND

TELEPHONE NUMBER

+64 508 337 337

EMAIL ADDRESS

ENQUIRIES@FDRS.ORG.NZ

DISCIPLINARY HISTORY YOU SHOULD BE AWARE OF

None. There have been no professional indemnity insurance or negligence claims, dispute resolutions or disciplinary actions made or taken against us.

OUR DUTIES

Smart Adviser, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way we give advice. We are required to:

1. Treat you fairly and act with integrity
2. Ensure that the advice we give you is suitable for you and that you understand our advice.
3. Give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
4. Take reasonable steps to protect your privacy and information .
5. Exercise care, diligence and skill in providing you with advice.
6. Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice).
7. Meets standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should, and give you suitable advice.

CONTACT DETAILS

Enlightened Life Limited (FSP532766, trading as Smart Adviser) is the Financial Advice Provider.

YOU CAN CONTACT US AT:



(0800) FIN FREE (346 3773)



support@smartadviser.co.nz



Flat 1, 33 Waller Ave Bucklands Beach
Auckland 2012



"With Smart Adviser it is not all about the business. If you are looking to secure your financial future, then you will not regret giving Smart Adviser a call and setting up an appointment."

- S.W.



CLIENT ACKNOWLEDGEMENT

I / we
acknowledge receipt of the Disclosure Statement Ver. No. 001/2024 dated 01 July 2024 from Enlightened Life Limited T/A Smart Adviser.

CLIENT 1	DATE
CLIENT 2	DATE
CLIENT 3	DATE

This statement was prepared on 15 March 2021 and last updated on 01 July 2024

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