

Disclosure statement (financial adviser)

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It is important that you read this document

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

What sort of adviser am I?

I am a registered, but not authorised, financial adviser.
I can give advice on all Category 2 products:

- Term Life Cover
- Disability Income Protection
- Trauma Cover
- Business Overheads Cover
- Mortgage Protection Insurance
- Key Person Protection Insurance
- Health Insurance
- Fire & General Insurance

What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please tell me/my internal complaints scheme so that I can try to fix the problem.

You may contact the internal complaints scheme by:

Telephone: 04 235-5557
Facsimile: 04 235-5233
Mobile: 027 2311373
E-mail: mark@charltonquinn.co.nz

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact the Insurance & Financial Services Ombudsman Scheme (“IFSO” Scheme). This service will cost you nothing, and will help us resolve any disagreements.

You can contact the IFSO at:

Address: P O Box 10-845, Wellington 6143
Telephone number: Freephone 0800 888 202 or 04 499 7612
Email address: info@iombudsman.org.nz

How am I regulated by the Government?

You can check that I am a registered financial adviser at <http://www.fspr.govt.nz>. The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under **What should you do if something goes wrong?**)

Declaration

I, Mark Alexander Charlton, declare that to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.

Mark Alexander Charlton