

Publicly Available Information Disclosure

Licensing Information

Prosperity Systems Limited (PSL) holds a Full Licence (**FSP726493**) issued by the Financial Markets Authority to provide financial advice. Prosperity Systems Limited is authorised by that licence to provide financial advice.

Contact Details

Prosperity Systems Limited is the Financial Advice Provider. You can contact us at -

Address: Level 3, Rodgers House, 151-155 Princes St, Dunedin 9010 or PO Box 5635, Dunedin 9058

Phone: 03 477 4993 or 021 442 811

Email: mike@prosperitysystems.co.nz

Nature & Scope of Advice

Prosperity Systems Limited (PSL) Advisers provide advice in the following areas of financial services:

Services

- Personal Insurance - Life, Income, Medical, Trauma & TPD
- Business Insurance - Debt & Revenue Protection & ACC structure
- Employee Group Schemes
- For Personal, Business and Employee Group insurance, PSL works with six companies - Partners Life, AIA, Fidelity, Asteron, Chubb, and nib.

Prosperity Systems Limited (PSL) does NOT provide advice in the areas of accounting, tax, or any legal work.

Fees or Expenses

Prosperity Systems Limited (PSL) may charge a fee for the financial advice provided to a client where a client cancels a life or health insurance policy within two years of inception. Whether a fee will be charged and the way it will be charged will be advised when the advice is provided to the client. This fee will be payable by the client by the 20th of the month after the policy is cancelled.

Conflict of Interests & Incentives

To ensure that our financial advisers prioritise the clients' interests above their own, we follow an advice process that ensures our recommendations are made based on the clients' goals, circumstances and needs. Only the most appropriate solution is recommended to the clients, based on this six-step process.

From time to time, the product providers may also reward us for the overall business we place with them. They may give us tickets to sporting events or other incentives.

In general, **Prosperity Systems Limited (PSL)** and its Financial Advisers, receives commission from the Providers with which it places your business (the insurance companies & Kiwisaver providers). The amount of commission is based on the amount of premium you pay.

Complaints and Disputes

If you are not satisfied with our financial advice service, you can make a complaint by emailing lyn@prosperitysystems.co.nz or by calling: 03 477 4993. You can also write to us at PO Box 5635, Dunedin 9058.

When we receive a complaint, we will consider it following our internal complaints process.

- 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 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.
- 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.

If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Disputes Resolution Service. Financial Disputes Resolution Service provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we haven't been able to resolve your complaint to your satisfaction.

You can contact Financial Disputes Resolution Service by emailing complaints@fdrs.co.nz or by calling: 0508 337 337. You can also write to them at PO Box 2272, Wellington 6140.

Duties Information

Prosperity Systems Limited (PSL), and anyone who gives financial advice on our behalf, has duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice. We are required to:

- give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
- exercise care, diligence, and skill in providing you with advice.
- 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)
- meet 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).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>.

Disciplinary History

There have been no Professional Indemnity insurance or negligence claims, disputes resolution actions or disciplinary actions brought against Prosperity Systems Limited or Michael King