



TAILORED SOLUTIONS | TRUSTED GUIDANCE

Disclosure Document

THE INFORMATION PROVIDED IN THIS DISCLOSURE DOCUMENT IS IMPORTANT

CJ Financial Services Limited (FSP1008256), trading as CJFS, is licensed by the Financial Markets Authority (FMA) to provide financial advice.

Contact Us

CJ Financial Services Limited

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Cleo Sagin Tholath

Financial Adviser

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Talk to us about



Life Insurance



Health Insurance



Trauma Cover



Total Permanent
Disability



Income Protection

PROTECT WHAT MATTERS MOST



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Nature and Scope of financial advice services

We can provide financial advice about Life and Health Insurance products by the leading insurance providers in New Zealand such as Chubb, Fidelity, Nib & Southern Cross.

Your obligations:

The advice we provide is based on an analysis of the information you share. To ensure we offer the most accurate guidance, please provide all relevant and truthful information. If there is any material change in your circumstances—both during this initial phase and in the future—or if your contact details, such as email or mobile number, change, please notify us promptly.

Reliability History

CJ FINANCIAL SERVICES LIMITED, trading as CJFS, have been involved in any reliability events that could materially influence your decision to engage with us for financial advice. A reliability event is defined as any occurrence that raises concerns about an adviser's trustworthiness, competence, or integrity.

For instance, this could involve being subject to legal action, regulatory sanctions, or having been discharged from bankruptcy within the last four years. Such events could reasonably impact your confidence in our ability to provide sound advice, but we can assure you that no such events have occurred.

Our Fees

The financial advice we provide is based entirely on the information you share about your needs, financial situation, and goals. Generally, we don't charge you any fee for the advice that we provide to you. This is possible because, on issuance of a risk insurance policy, we usually receive commission from the applicable product provider as described above.

CJFS may apply an Adviser Clawback Fee if a client cancels a life or health insurance policy within the first two years of inception. Clawback fees are a common way for financial advisers to protect themselves from not being paid for their work. The Adviser fee is calculated at the cancellation time and the amount may vary with different providers and in most cases, you can discuss any changes to your cover or requirements with me before cancelling, reducing, or making alterations. We're here to help you review your coverage to better suit your financial needs.

Conflicts of Interest and Incentives

CJFS and our financial advisers receive commissions from the providers on whose products we offer financial advice, such as insurers. Should you decide to proceed with an insurance policy or KiwiSaver referral, the provider will remit a commission to CJFS and your financial adviser.

The commission amount is contingent on factors like the insurance premium and for the invested amount or KiwiSaver balance, CJFS has a Referral Partnership Agreements setup with New Zealand Funds Management Limited (NZ Funds), Generate KiwiSaver & Tower, this means that we may receive commissions from the providers for our referred clients who invest with them, these payments assist me in the provision of guidance to you and are not a cost to you as an investor, the commission is an ongoing payment of 0.125% - 0.4% of your account balance and 10% of Tower company premium and ongoing 10% as a trail commissions.

Periodically, product providers may also express appreciation for the business we generate for them by offering rewards such as tickets to sports events, hampers, or other incentives.

To ensure our financial advisers prioritize clients' interests, we follow an advice process based on each client's goals and circumstances. All advisers undergo annual training on managing conflicts of interest. We diligently maintain and monitor registers of conflicts of interest, as well as the gifts and incentives we receive.

How we manage any conflicts of interest

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- All our advisers undergo annual training about how to manage conflicts of interest.
- We maintain registers of conflicts of interest and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review.

Our duties and obligations to you

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Conduct
- Give priority to the clients' interest, and
- Exercise care, diligence and skill, and
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.

For more detailed information, please reach out to us directly or visit the Financial Markets Authority website at <https://www.fma.govt.nz>.

You can review the Code of Conduct standards at <https://www.fma.govt.nz/assets/assets/code-of-professional-conduct-for-financial-advice-services.pdf>.

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 are managed by Jincy John who can be reached via email at jincy@cjfs.nz or via phone 07 242 2536. She shall respond to you within 24 hours.

If necessary and the issue remains unresolved, you can reach out to the Financial Services Complaints Ltd (FSCL), a Financial Ombudsman Service, at complaints@fscl.org.nz or you can ring them on 0800 347 257, Please note: this service is free of cost to you.

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