

Disclosure Statement

TC Financial Planning Ltd (TCFP) is a licensed Financial Service Provider issued by the Financial Markets Authority to provide financial advice services. Financial Service Provider number is FSP704451. Huirong Chen (Tina Chen) is the only Financial Adviser (FSP22401) providing financial advice services on behalf of TCFP.

Our office contact details are: mobile phone 021 882 778, email: tina@tcfinance.nz, website: www.tcfinance.nz, address: 8A Rangitata Place, Lynfield, Auckland 1042.

Nature and Scope of the Advice

We have been providing financial advice services on financial planning since 2009, including:

- KiwiSaver investment strategies and retirement planning
- Investment strategies (strategic asset allocation and investing)
- Personal insurance
- General insurance

We do not provide financial advice services on estate/tax planning and mortgage broking, and will refer you to lawyers, tax specialists and mortgage brokers.

While providing the above services, we give financial advice on the following products:

- KiwiSaver investments
- Managed investments
- Personal insurance (life, trauma, disability, income/mortgage protection and health)
- General insurance (motor vehicle, home and content)

While serving you with the above products, we engage with a range of providers. They are:

- AMP, ANZ Investments, Fisher Funds and NZ Funds for KiwiSaver investments
- A wide range of NZ/world-based fund managers for managed investments
- AIA, Fidelity Life, Accuro and Southern Cross Travel Insurance for personal insurance
- Vero (via Aon) for general insurance

We do not have any limitation regarding the financial advice on the above products.

Fees or Expenses

The fees charged to you will depend on the nature and scope of the advice or services we provide. We will discuss and agree with you the actual fees in writing before we proceed.

The fees charged for our advice and services is a set dollar amount or a percentage-based fee. It includes charges for initial, ongoing or annual advice and services. For example, the fee for consultation is based on an hourly rate; the fee for a financial plan you request is a one-off charge depending on the complexity of the plan; the fee for ongoing monitoring of your investment.

Where a life or health insurance policy is cancelled within two years of inception, the clawback charge from the insurance company will be passed on to you on top of the hourly charge for the work required to deal with the case.

An invoice for the fee will be sent to you after you receive our advice and services. The fee will be payable within seven days from the date of the invoice issued. Where the fee is for your investment, it is deducted from your investment balance daily and pay to us monthly.

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Commissions

For services in relation to insurance products, commissions may be paid by the product providers as below:

- Initial commission – a percentage of insurance premium. Once your policy is effective, the insurance company pays us the commission calculated on your first-year premium.
- Ongoing commission – a percentage of insurance premium. Where you pay your premiums monthly, we receive monthly commission; where you pay your premium annually, we receive the commission in the following month.

Conflicts of Interest or other Incentives

To ensure we prioritise your interests above ours, we follow the professional process of financial planning that is designed to ensure our recommendations are made on the basis of your circumstances and financial goals and are suitable for you. We also have the following arrangements in place:

- Our adviser, Tina Chen, undergoes the ethics training arranged through Financial Advice New Zealand bi-annually.
- We maintain registers of conflicts of interests for any potential conflicts.
- We undertake an annual Compliance Assurance Review by the independent compliance officer, Angi Mann.

As far as we are aware, we do not have any conflict of interest, nor any incentives from the product providers.

Duties and obligations

We are bound by the duties and obligations of the Financial Markets Conduct Act to

- Meet the standards of competence, knowledge and skill (431I).
- Ensure client understands nature and scope of advice (431J).
- Give priority to the client's interest (431K).
- Exercise care, diligence and skill (431L).
- Comply with the Code of Professional Conduct (431M).
- Make prescribed information available (431O).

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

Complaints Handling

If you have a problem, concern or complaint about any part of our advice or services, please send an email to Tina Chen at tina@tcfinance.nz, or call her at 021 882 778. She will reply to you within 24 hours.

Our internal complains handling process is as follows:

- Your complaint will be acknowledged and will be informed of how it will be dealt with. We may ask for further information from you.
- Your complaint shall be resolved within 10 working days of receiving it; if not, you will be informed of the number of days needed.
- You will also be updated of the progress of resolving the complaint once a week.

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints process, you can contact our external disputes resolution scheme - Insurance and Financial Services Ombudsman (IFSO). This service will cost you nothing and will help us resolve any disagreements. IFSO's contact details: 0800 888 2020, 04 499 7612, email: info@ifso.nz, address: Level 2, Solnet House, 70 The Terrace, Wellington; PO Box 10-845, Wellington 6143