

Disclosure Statement

TC Financial Planning Ltd (TCFP) holds the full licence of Financial Advice Provider granted by the Financial Markets Authority in August 2021. The Financial Service Provider number is FSP704451. Huirong Chen (also known as Tina Chen) is the only Financial Adviser (FSP22401) providing financial advice services on behalf of TCFP.

Our office contact details: +64 021 882 778, tina@tcfinance.nz, www.tcfinance.nz, 8B Carr Road, Mt Roskill, 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 for estate/tax planning or mortgage broking. We refer you to seek advice from 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 protection and health)
- General insurance (motor vehicle, home and contents)

While serving you for the above products, we engage with a range of providers below.

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

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

Fees

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 on the actual fees in writing before we proceed.

The fees charged for our advice and services are a set dollar amount or a percentage-based fee.

- Consultation fee: One-off in dollars on an hourly rate
- Financial plan fee: One-off in dollars, depending on the plan's complexity
- Ongoing monitoring fee on investment: A percentage-based fee deducted from your investment balance daily and paid to us monthly.
- The clawback fees: A clawback charge from the insurance company for a policy cancelled within two years of inception, and the hourly charge from us for the work required for your application.

An invoice for the fee will be sent to you before you receive our advice and services. The fee will be payable within seven days of the invoice date.

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 on all additional costs with you prior to incurring them.

Commissions

For services in relation to insurance products, commissions are paid by the product providers as follows:

- Initial commission: A percentage of the insurance premium for the first year.
- Ongoing commission: A percentage of the insurance premium from the second year. Where you pay your premiums monthly, we receive monthly commission; where you pay your premiums annually, we receive the commission in the following month.

Conflicts of Interest or other Incentives

As far as we are aware, we do not have any conflicts of interest or any incentives from the product providers. Additionally, we also have the following arrangements in place:

- Our adviser, Tina Chen, undergoes the ethics training arranged through Financial Advice New Zealand biannually.
- We maintain registers of potential conflicts of interest.
- We undertake Compliance Assurance Reviews annually.

Duties and obligations

We are bound by the [Financial Markets Conduct Act 2013](#) 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 email Tina Chen at tina@tcfinance.nz or call her at 021 882 778. She will reply to you within 24 hours.

Our internal complaints handling process is as follows:

- Your complaint will be acknowledged, and you will be informed of how it will be dealt with. We may ask you for further information.
- Your complaint shall be resolved within 10 working days of receipt; if not, you will be informed of the number of days required.
- You will also be updated on 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 dispute resolution scheme, the [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