

Welcome to Tulip Financial Services Limited

Version 1.0 Effective from 15th March 2021

Important information that you might like to know about us before we are being journey together.

Licence status and conditions

Tulip Financial Services Limited (FSP301226) holds a licence issued by the Financial Markets Authority (FMA) to provide financial advice.

Nature and scope of the financial advice given

Tulip Financial Services Limited provides advice to our clients about their life and health insurances. We are able to provide financial advice from the following product providers:

Life and disability insurances	AIA, Asteron, Cigna, Fidelity Life, and Partners Life
Health Insurances	Accuro Partners Life, AIA, NIB, Southern Cross

We do not provide advice on home loans or investments.

Any financial advice we provide will only take into account the information you have given us about your particular needs, financial situation or goals.

Our duties

Tulip Financial Services Limited and anyone who gives financial advice on our behalf, have 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>.

The Code of Conduct standards can be read here: <https://www.fma.govt.nz/assets/assets/code-of-professional-conduct-for-financial-advice-services.pdf>.

No fees, expenses or other amounts payable for our financial advice

Tulip Financial Services Limited does not usually charge fees or expenses for providing financial advice to its clients.

Tulip Financial Services Limited 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 manner in which 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.

How we are remunerated

For life and health insurance, Tulip Financial Services Limited and the financial adviser receive commissions from the insurance companies on whose policies we give advice. If you decide to take out insurance, the insurer will pay a commission to Tulip Financial Services Limited and your financial adviser. The amount of the commission is based on the amount of the premium.

How we manage any conflicts of interest or other incentives

To ensure that our financial advisers prioritise the client's interest above their own, we follow an advice process that ensures our recommendations are made on the basis of the client's goals and circumstances.

All our financial advisers undergo annual training about how to manage conflicts of interest.

We also undertake a compliance audit, and a review of our compliance programme annually by a reputable compliance consultancy firm.

Internal complaints process

If you have a problem, concern, or complaint about any part of the financial advice you have received from us, you may contact us using any of the following means: in writing, by telephone or by email. Here are our contact details.

Company Name	Tulip Financial Services Limited
Attention	The Complaints Officer
Address	127 May Road, Mt Roskill, Auckland 1041
Telephone	09 215 4044
Email address	info@tulipfinance.co.nz
Website	https://tulipfinance.co.nz

Our Complaint Handling Process

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 15 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 Services Complaints Limited.

Dispute resolution process

If our internal complaints process does not resolve your complaint to your satisfaction, you can contact our external independent dispute resolution scheme. This service is free and may help investigate or resolve the complaint.

We are a member of the Financial Services Complaints Limited's approved dispute resolution scheme. You can contact the Financial Services Complaints Limited at:

Company Name	Financial Services Complaints Limited
Address	Level 4, Sybase House, 101 Lambton Quay, Wellington 6011
Postal Address	P O Box 5967, Wellington 6140
Telephone	0800 347 257 (freephone if within New Zealand) or +64 4 472 3725 (if calling outside New Zealand)
Email address	complaints@fscl.org.nz
Website	http://www.fscl.org.nz/

Contact Details

Tulip Financial Services Limited (FSP301226) is the Licensed Financial Advice Provider.

You can contact us at:

Address	127 May Road, Mt Roskill, Auckland 1041
Telephone	09 215 4044
Email address	info@tulipfinance.co.nz
Website	https://tulipfinance.co.nz