FINANCIAL ADVISER DISCLOSURE STATEMENT

FINANCIAL ADVISER: Gaurang Patel
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IT IS IMPORTANT THAT YOU READ THIS INFORMATION

This Financial Adviser Disclosure Statement provides you with important information about your The Insurance Group Limited Adviser and will help you to choose a financial adviser best suited to your needs.

1.What sort of adviser am I?

I am a Registered Financial Adviser (RFA) that gives advice on behalf of The Insurance Group Ltd, a licensed Financial Adviser Provider by the Financial Market Authority of New Zealand (FMA) https://www.fma.govt.nz/

The Financial Services Legislation Amendment Act 2019 requires The Insurance Group Ltd to hold a current license for Advisers to provide Financial Advice Services to you the Client. To view my registration and The Insurance Group Ltd license, go to the Financial Service Providers Register at https://fsp-register.companiesoffice.govt.nz/ and search the above Financial Service Provider (FSP) number/s. As a Licensed Financial Advice Provider, we have standard conditions on our license that are not specific to The Insurance Group Ltd and do not limit or restrict Advice that may be given.

2. What financial advice can we provide to you?

I can give financial advice on Insurance Products for Commercial and Domestic clients. Our Insurance product providers (insurers) are Insurance businesses in New Zealand that are licensed by the Reserve Bank under section 19 of the Insurance (Prudential Supervisor) Act 2010. The Insurers have a financial strength rating from an approved rating agency. To view the Insurer ratings, please use the following link. https://www.rbnz.govt.nz/regulation-and- supervision/insurers/licensing/register

The Insurance Group Ltd requires our insurance product providers to have financial strength ratings with a minimum of A- and above on the Standard & Poor's scale or B+ on the A.M. Best scale. When you receive a quote from us you will be supplied the current strength ratings for the product providers that we have quoted for together with an explanation of those ratings. If you accept the financial advice, we will supply a current rating for the product provider that you have selected.

3. Limitations and restrictions

I am committed to providing my clients with good financial advice suitable for their needs. *I only provide financial advice on Insurance Products.*

4. What fees do we charge?

- We may charge a policy administration charge and/or Broker Fee for financial advice. These charges

and/or fees are included on our quotes and on your policy invoice. They are only payable by you the client when our advice is followed, accepted and the insurance policy is purchased.
- The fees we charge are for our service, placement, implementation, and administration of the insurance policies that you choose to accept and purchase.
- The total fees payable may increase with the number of insurance policies that you choose to purchase. Fees may be received either instead of or in addition to commission.
- The combination of fees and commission makes up our brokerage. A full description of our brokerage is available in the "our Remuneration" section of the Disclosure Document provided with each invoice, on our broker appointment letters, and in Section 6 of this document.

5. How do we act with integrity?

As a Financial Adviser I am bound by the following duties under the Financial Markets Conduct Act 2013.

- To meet the standards of competence, knowledge and skill set out in the Code of Professional Conduct for Financial Advice Services.
- To give priority to your interests
- To exercise care, diligence, and skill in providing you with advice; and
- To meet the standards of ethical behaviour, conduct, and client care set out in the Code of Professional Conduct for Financial Advice Services.

Additionally, with regards to conflicts of interest,

- To make adequate disclosures to The Insurance Group's compliance team and to clients where a potential conflict of interest exists;
- To undertake annual training about how to manage conflicts of interest and requiring me to register any conflicts of interest or gifts I receive.
- The Insurance Group monitors the conflict of interest registers and undertakes an annual review of our compliance programme.

6. How do we get paid for the Financial Advice and Products that we provide to you?

- We receive commission when you, the client accept our financial advice and purchase an insurance policy. The commission is paid to us by the Insurer (product provider) based on each insurance policy that you purchase. The commission only applies to the company premium and natural disaster premium portion of the total premium and excludes any Fire Emergency Levy, NHI Levy or other government charges.
- The combination of fees and commission makes up our brokerage. A full description of our brokerage appears on our broker appointment letter and the "Our Remuneration" section of the Disclosure Document which includes the brokerage expressed as a percentage of the overall invoice. The Disclosure Document is provided with each of our invoices.
- We may also be paid a service margin on any premium funding we arrange for you.

7. Complaints Process

We take our service responsibility to you seriously. If you have a problem, concern, or are dissatisfied with either a product or financial advice service provided by us or one of our Advisers, and you require action to be taken please tell us so that we can help and fix the issue. Please contact us directly. Our complaints process is as follows.

1. If a complaint is received by us, we will approach all complaints with an open mind. We will listen and treat each complainant as an individual and with courtesy and respect.
2. We will promptly acknowledge the complaint at the earliest possible opportunity and contact you within 2-3 working days to confirm receipt of your complaint. We will make every attempt to resolve your complaint in a timely manner, with staff escalating as necessary to Senior Management or our Complaints Manager.
3. You will receive a written decision, remedies, and resolution as soon as practicable after we have decided the outcome.

If you feel your complaint is not resolved to your satisfaction using our complaints process, or you are unsatisfied with the response or resolution, you can contact Financial Services Complaints Ltd (FSCL) which is a dispute resolution scheme we are a member of. This service is free to you and is an independent service that will help investigate or resolve the complaint.

Click on this link to find out how to make a complaint with them. (http://www.fscl.org.nz/complaints/how-make-complaint) . You can also contact them using any of the following methods.

- Postal Address: P.O. Box 5967, Wellington 6145
- Email: info@fscl.org.nz
- Telephone: 0800 347 257
- Website: http://www.fscl.org.nz/

8. What are my duties as an adviser?

- To hold a minimum of a Level 5 New Zealand Certificate in Financial Services.
- To maintain competence, knowledge, and skills for giving financial advice through continuing professional development.
- To abide by the Code of Professional Conduct for Financial Services (see link below), demonstrating ethical behaviour, good conduct, and providing client care. https://www.mbie.govt.nz/assets/a96d1b4800/code-of- professional-conduct-for- financial-advice-services.pdf
- To listen to the client carefully to discover their needs.
- To recommend products or services that meet the client's needs and to explain why. To provide clear and concise communication.
- To protect client information.
- To give priority to the client’s interests when giving financial advice.

This disclosure statement was prepared on: 7th May 2026