

## Important information about Milestone Financial Services (Southern) Limited FSP35702

### License status and conditions

Milestone Financial Services (Southern) Limited is a licensed Financial Advice Provider issued by the Financial Markets Authority to provide financial advice services. Our Financial Services Provider number is FSP35702.

Our contact details are:

#### **Christchurch**

Office: Unit 2, 35 Sir William Pickering Drive  
Burnside, Christchurch 8053  
Postal: PO Box 79012, Avonhead,  
Christchurch 8446  
Telephone: (03) 964 6082

#### **Queenstown**

Office: Level 2, 13 Camp Street,  
Queenstown 9300  
Postal: PO Box 1651, Queenstown 9348  
Telephone: (03) 442 9276

Email [admin.canterbury@milestone.co.nz](mailto:admin.canterbury@milestone.co.nz)

Email [carla.fisher@milestone.co.nz](mailto:carla.fisher@milestone.co.nz)

We encourage you to read the important information given below. It may help you decide whether your financial needs may be met by engaging with us.

### Nature and scope of financial advice service

We engage financial advisers to provide financial advice on the following financial products:

- KiwiSaver schemes and managed investment products (e.g. unit trusts). We work with a broad range of providers offering these financial products.
- A DIMS facility. Milestone Financial Services (Southern) Limited has a license, granted by the Financial Markets Authority, to provide a Discretionary Investment Management Service (DIMS). DIMS is a service where you give authority to us to manage some or all of your holdings in financial products. Under the authority you give us, we decide which financial products to acquire or dispose on your behalf.
- Personal and business risk insurance products (e.g. life insurance, income protection insurance, mortgage protection insurance, total and permanent disability insurance, trauma or critical health insurance, and medical insurance). We work with AIA New Zealand, Asteron Life New Zealand, Chubb NZ Limited, Fidelity Life Assurance Company Limited, Partners Life, Resolution Life, NIB and Southern Cross.
- Pension transfers (we use iSelect and Booster) and Australian Superannuation Transfers (using KiwiSaver providers).

Milestone Financial Services (Southern) Limited does not provide financial advice on the services listed below, however, we can refer you to an appropriate specialist, if required:

- Consumer credit contracts on personal loan products.
- Fire and general insurance products (such as home and contents and vehicle insurance)
- Estate planning (such as Wills, Enduring Powers of Attorney and Trusts of any description).
- Mortgages.

## Fees, expenses, or other amounts payable

Your initial consultation is always free of charge.

Once we have an understanding of your situation and agree on the nature and scope of the relationship, there may be a fee for advice, this is situational dependant and will be disclosed prior to work being carried out. This may be set at a pre agreed fixed price or charged at an hourly rate as agreed by both parties, payable on receipt of invoice.

Depending on what you choose to implement there will be other ongoing fees or costs and these will be disclosed at the time.

## Conflicts of interest and commissions or other incentives

Milestone Financial Services (Southern) Limited may receive commissions from providers on whose products we give financial advice. This can impact insurance and certain investment products including KiwiSaver. The amount of commission is based on the insurance premium or investment balance. Commission amounts will be disclosed prior to any business being placed.

To ensure that our financial advisers prioritise client's interests above their own, we follow an advice process that ensures our recommendations are made based on client's goals and circumstances. All our financial advisers undergo training around managing conflicts of interest. We undertake a compliance audit, and a review of our compliance programme biennially by a reputable independent compliance consultant.

We maintain registers of conflicts of interests and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.

## Complaints and Disputes Resolution Process

If you are not satisfied with our financial advice service, you can make a complaint by emailing [admin.canterbury@milestone.co.nz](mailto:admin.canterbury@milestone.co.nz) calling 03 964 6082 or the free phone number 0508 964 608 or you can write to us at PO Box 79012, Avonhead, Christchurch 8446.

When we receive a complaint, we will follow our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it within two working days. Your adviser may be in contact with you to gather more information on the situation.
- We aim to come to a resolution within 10 working days of receiving a complaint. If this is not possible, we will contact you within the time to advise of the new timeframe.
- Contact will be made via phone or email to let you know whether we can resolve and what we propose as the resolution.

If your adviser cannot resolve the complaint, we have an internal complaints team. You can contact them by post to Milestone Complaints Committee, PO Box 79012, Avonhead, Christchurch 8446 or email [anthony.berry@milestone.co.nz](mailto:anthony.berry@milestone.co.nz). Their process is similar to the above.

If a resolution cannot be reached or you are not satisfied with the way we propose to do so, you can contact our Disputes Resolution Scheme, The Insurance and Financial Services Ombudsman (IFSO).

The IFSO provide a free, independent dispute resolution service that may help investigate or resolve your complaint if we haven't been able to resolve your complaint to your satisfaction. You can contact them at PO Box 10-845, Wellington 6143, on 0800 888 202, email [info@ifso.nz](mailto:info@ifso.nz) or their website [www.ifso.nz](http://www.ifso.nz).

## Duties Information

Milestone Financial, 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:

- meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code of Conduct), which form part of the wider regulatory regime for financial advice and ensure we have the expertise necessary to provide you with advice; and
- give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by our own interests or the interests of any other person connected with the giving of advice; and
- exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances; and
- meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct, to treat you as we should and to provide you with suitable advice.