



BUSINESS DISCLOSURE STATEMENT CAPITAL RISK SOLUTIONS LIMITED

Important information

This document will help you, the Customer, make an informed decision whether the products and financial advice offered by our adviser, are suitable and acceptable for your needs. This Disclosure Statement is required under the Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020.

Who are we?

Name of Financial Advice Provider: Capital Risk Solutions Limited
Telephone Number: (04) 2101440
Address: 24 Lane Street, Wallaceville, Upper Hutt
Email address: info@capitalrisk.co.nz
Website: www.capitalrisk.co.nz

What sort of advisers are we?

Capital Risk Solutions Limited holds a class 1 single adviser licence issued by the Financial Markets Authority (FMA) to provide a financial advice service (being the provision of financial advice on fire and general insurance products). Under this licence, we may only provide you financial advice in relation to fire and general insurance products. Capital Risk Solutions Limited is a Financial Advice Provider under the licence. The licence came into effect when the Financial Services Legislation Amendment Act 2019 (FSLAA) came into force on 15 March 2021.

What financial advice can we provide to you?

Capital Risk Solutions Limited and our adviser can give financial advice on Insurance Products for Commercial and Domestic customers.

Capital Risk Solution's insurance product providers are Insurance businesses in New Zealand that are licensed under 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 click on the link <https://www.rbnz.govt.nz/regulation-and-supervision/insurers/licensing/register>.

Capital Risk Solutions Limited's insurance product providers are required to have financial strength ratings with a minimum of B- and above. When you receive a quote from me you will be supplied with the current financial strength ratings for the product providers that I have quoted. If you accept the financial advice, I will supply a current rating for the product provider that you have selected.

Limitations and restrictions

Capital Risk Solutions Limited is committed to providing our customers with good financial advice that is suitable for our customer's needs. We only provide financial advice on Fire & General Insurance Products, excluding Life & Health.

How we get paid for the Financial Advice and Products we provide to you

Fire & General Insurance Products

Capital Risk Solutions Limited receives commission when you accept our financial advice and purchase an insurance policy. The commission is paid by the Insurer (product provider's) on each insurance policy that you purchase. The commission paid to Capital Risk Solutions can vary from 7.5%-30% of the insurer portion of the total premium (total cost of the Insurance policy less government levies and GST).

Policy Administration Charges and Fees

Capital Risk Solutions may charge a policy administration charge or fee for financial advice. We will tell you what the fee is, and we will show the charge or fee on your policy invoice. These charges and/or fees are only payable by you when you accept financial advice, and the insurance policy is purchased. The fees charged are for the service, placement, implementation, and administration of the insurance policies you choose to purchase. The total fees payable may increase with the number of insurance policies that you choose to purchase. Fees may be charged in isolation, or in addition, to commission

Our Adviser Acts with Integrity

To ensure our adviser prioritises your interests above their own, we follow an advice process that ensures recommendations are made based on your individual requirements, wishes, and circumstances. Our adviser participates in ongoing professional development regarding the management of conflicts of interests and a register of interests is maintained in our office. An annual review of our compliance programme is undertaken to ensure adherence to our standards.

You should be aware that there may be potential conflicts of interest that you may need to take into consideration when deciding to accept financial advice from us or our adviser. Our adviser will make you aware of any conflicts when giving advice if such conflicts exist.

NZbrokers Management Limited

Capital Risk Solutions is a member of NZbrokers Management Limited. NZbrokers Management Limited provides services such as IT, education, training, claims management support, and group member benefits to Capital Risk Solutions. When a customer accepts financial advice and purchases a policy, NZbrokers may receive a remuneration from the Product Provider.

Profit Share

Capital Risk Solutions Limited does not engage in, or accept, any form of profit share from insurers.

How to make a Complaint

Capital Risk Solutions takes our responsibility for quality service to you seriously. If you have a problem or concern, or you are dissatisfied with a product or the advice that has been provided by your adviser and you require action to be taken, please tell your adviser so we can help to resolve the issue. Please contact your adviser directly, or feel free to use our Complaints Process, which you will find at www.capitalrisk.co.nz

If a complaint is received by Capital Risk Solutions, we will approach it with an open mind, listen, and treat each complaint with courtesy and respect. We will promptly acknowledge the complaint at the earliest possible opportunity and make every attempt to resolve your complaint in a timely manner. You will receive a written decision, remedies, and resolution as soon as practicable after the outcome has been determined.

If you feel your complaint is not resolved to your satisfaction using the internal complaints process, or you are unsatisfied with the response or resolution, you can contact Financial Services Complaints Ltd (FSCL). FSCL is a dispute resolution scheme which Capital Risk Solutions is a member of. This service is a free and independent service that will help investigate or resolve the complaint. You can click on this link to find out how to make a complaint to Financial Services Complaints Limited <http://www.fscl.org.nz/complaints/how-make-complaint>

You can contact (FSCL) at:

Postal Address: P.O. Box 5967, Wellington 6145

Email: info@fscl.org.nz

Telephone: 0800 347 257

Website: <http://www.fscl.org.nz/>

Our Adviser's Duty to You

Our Adviser gives financial advice to customers on behalf of Capital Risk Solutions Limited. When giving advice our Adviser must:

- Hold a Level 5 New Zealand Certificate in Financial Services (or equivalent), by 15 March 2023
- Maintain competence, knowledge, and skills for the provision of financial advice by participating in continued professional development.
- Abide by the Code of Professional Conduct for Financial Services and display ethical behaviour, good conduct and provide client care.
- Listen to you carefully to discover your needs.
- Recommend products or services that meet your needs and explain why.
- Give clear and concise communication.
- Protect client information.
- Give priority to your interests when giving financial advice.

Who licenses and regulates us?

The Financial Markets Authority (FMA). You can report information about us to the Financial Markets Authority at: <https://www.fma.govt.nz/contact/> or email questions@fma.govt.nz but if you want to complain you should use our dispute resolution procedures described under How to make a Complaint? And What to do if you are not satisfied after making a complaint?

This disclosure statement was prepared on:

01/04/2024