

DISCLOSURE
Licensing Information

Aurora Financial

Aurora Financial Group Limited (FSP673551, trading as Aurora Financial) holds a transitional licence issued by the Financial Markets Authority to provide financial advice.

Authorised Body

HIM Enterprises Limited (FSP734771)

Aurora Financial Group Limited (FSP673551) holds a transitional licence issued by the Financial Markets Authority to provide financial advice. HIM Enterprises Limited (FSP734771) is authorised by that licence to provide financial advice.

Caleb Baker Limited (FSP638909)

Aurora Financial Group Limited (FSP673551) holds a transitional licence issued by the Financial Markets Authority to provide financial advice. Caleb Baker Limited (FSP638909) is authorised by that licence to provide financial advice.

Nature and Scope of The Advice

Aurora Financial

Aurora Financial provides advice to our clients about their investments, mortgages, life insurance and health insurance, general and commercial insurance.

Our financial adviser will provide financial advice in relation to domestic general insurance, such as house, contents, landlords, motor vehicle and boat insurance, as well as commercial general insurance, such as commercial property, business interruption, commercial motor, marine, liability, professional indemnity and cyber insurance.

We only provide financial advice about products from certain providers:

- For life insurance, we work with four companies - Partners Life, AIA, Fidelity and Cigna.
- For health insurance, we work with three providers - Partners Life, AIA and NIB.
- For mortgages, we work through an aggregator and we are accredited with the main banks (ASB, ANZ, BNZ) and various secondary lenders. E.g. Resimac and Pepper Money.

- For KiwiSaver and managed investment products, we only provide limited advice and work with certain providers listed here <https://aurorafinancial.co.nz/providers>. We do not provide full investment advice or planning on those products so you will need to consult a specialist.

Aurora Financial provides financial advice in relation to domestic general insurance, such as house, contents, landlords, motor vehicle and boat insurance, as well as commercial general insurance, such as commercial property, business interruption, commercial motor, marine, liability, professional indemnity and cyber insurance.

When providing our advice, we access a wide range of general insurance products from various general insurance providers in both the local and overseas market. For further information, please refer to our list of providers.

In providing you with financial advice, we will only consider existing term life, trauma, income protection and health insurance policies (if any). We will not provide advice on existing whole of life or endowment products, so you will need to consult a specialist if you would like advice on those products.

Him Enterprises Limited

Him Enterprises Limited provides advice to our clients about their life insurance, health insurance, KiwiSaver and other Managed Investment Schemes. Their financial advisers provide financial advice in relation to these financial advice products.

They only provide financial advice about products from certain providers:

- For life insurance, they work with four companies - Partners Life, AIA, Fidelity and Cigna.
- For health insurance, they work with three providers - Partners Life, AIA and NIB.
- For KiwiSaver and managed investment products, we only provide limited advice and work with certain providers listed here <https://aurorafinancial.co.nz/providers>. We do not provide full investment advice or planning on those products so you will need to consult a specialist.

In providing you with financial advice, they will only consider existing term life, trauma, income protection and health insurance policies (if any). They will not provide advice on existing whole of life or endowment products, so you will need to consult a specialist if you would like advice on those products.

Caleb Baker Limited

Caleb Baker Limited provides advice to our clients about their life insurance, health insurance, KiwiSaver and other Managed Investment Schemes. Their financial advisers provide financial advice in relation to these financial advice products.

They only provide financial advice about products from certain providers:

- For life insurance, they work with four companies - Partners Life, AIA, Fidelity and Cigna.
- For health insurance, they work with three providers - Partners Life, AIA and NIB.
- For KiwiSaver and managed investment products, we only provide limited advice and work with certain providers listed here <https://aurorafinancial.co.nz/providers>. We do not provide full investment advice or planning on those products so you will need to consult a specialist.

In providing you with financial advice, they will only consider existing term life, trauma, income protection and health insurance policies (if any). They will not provide advice on existing whole of life or endowment products, so you will need to consult a specialist if you would like advice on those products.

Fees or Expenses

Aurora Financial does not charge fees, expenses or any other amount for any Kiwisaver or personal insurance financial advice provided to our clients. Aurora Financial may charge a fee for mortgage financial advice, where advice is given for a secondary non bank lender. When Aurora Financial is not paid a commission from the lender. This will be discussed and disclosed to you where appropriate by your mortgage adviser.

Aurora Financial may charge you a fee, and charges, for providing financial advice, and for arranging, altering, or cancelling your general insurance program.

For general insurance placements, Insurance Advisernet New Zealand may also charge an administration fee for processing insurance premiums.

If a fee will be charged, you will be advised at the time the financial advice is provided.

In some circumstances we may recommend another service provider to assist us in providing appropriate financial advice. These providers can include property valuers, property surveyors and motor vehicle valuations. These providers will charge a fee for the work they do.

We will advise you of any related fees and charges prior to having them commence any work on your behalf.

Conflicts of Interest and Incentives

Aurora Financial

For life insurance, health insurance, general and commercial insurance, Aurora Financial receives 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 Aurora Financial. The amount of commission received varies as it is calculated as a percentage of the insurance premium charged.

For mortgages, Aurora Financial receives commissions from the banks (or lenders) with whom we arrange mortgages. If you decide to take out the mortgage, the bank will pay a commission to Aurora Financial. The commissions range between 0.55% and 0.85% of the value of the mortgage. The amount depends on which lender and what type of mortgage is decided. In addition, we receive a commission of between 0% and 0.2% of the remaining balance each year.

For KiwiSaver and managed investment products, Aurora Financial receives commissions from the provider if you decide to take our limited advice on those products. The amount of commission is based on the KiwiSaver balance and the managed funds balance.

Most of our advisers are full-time employees and remunerated with competitive salaries and "great client outcomes" bonuses.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

To ensure that our financial advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances (unless it is a limited advice). All our financial advisers undergo annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance programme annually by our compliance team.

Him Enterprises Limited

For life insurance and health insurance, HIM Enterprises Limited receives commissions from the insurance companies on whose policies they give advice. If you decide to take out insurance, the insurer will pay a commission to HIM Enterprises Limited. The amount of the commission is based on the amount of the premium.

For KiwiSaver and managed investment products, Aurora Financial receives commissions from the provider if you decide to take our limited advice on those products. The amount of commission is based on the KiwiSaver balance and the managed funds balance.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

To ensure that their financial advisers prioritise our clients' interests above their own, they follow an advice process that ensures their recommendations are made on the basis of each client's goals and circumstances (unless it is a limited advice). All their financial advisers undergo annual training about how to manage conflicts of interest. Aurora Financial monitors the compliance of HIM Enterprises Limited and provides additional training to its advisers where necessary. Aurora Financial performs an annual review of their compliance programme.

Caleb Baker Limited

For life insurance, health insurance, Caleb Baker Limited receives commissions from the insurance companies on whose policies they give advice. If you decide to take out insurance, the insurer will pay a commission to Caleb Baker Limited. The amount of the commission is based on the amount of the premium.

For KiwiSaver and managed investment products, Aurora Financial receives commissions from the provider if you decide to take our limited advice on those products. The amount of commission is based on the KiwiSaver balance and the managed funds balance.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

To ensure that their financial advisers prioritise our clients' interests above their own, they follow an advice process that ensures their recommendations are made on the basis of each client's goals and circumstances (unless it is a limited advice). All their financial advisers undergo annual training about how to manage conflicts of interest. Aurora Financial monitors the compliance of Caleb Baker Limited and provides additional training to its advisers where necessary. Aurora Financial performs an annual review of their compliance programme.

Complaints and Feedback

We Value your feedback - If you are not satisfied with the financial advice service of Aurora Financial, HIM Enterprises Limited or Caleb Baker Limited, you can make a complaint by Emailing: compliance@aurorafinancial.co.nz or by calling: [0508 287 672](tel:0508287672). You can also write to us at: PO Box 37757, Parnell, Auckland 1151.

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 10 business days of receiving them. If we can't, we will contact you within that time to let you know we need re 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 (FSCL). However, you must contact FSCL within 2 months from the date when you receive our final decision. That means FSCL can only investigate your complaint if you contact them within the aforesaid timeframe.

You can contact FSCL at:

Telephone number: 0800 347 257

Email Address: info@fscl.org.nz

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