

Disclosure statement

It is important that you read this information. The purpose of this Disclosure Statement is to provide comprehensive corporate, financial, and risk-related information about FMG. Any advice provided by FMG must meet its legal obligations. This information is important and will help you decide which Financial Advice Provider to choose.

How is FMG regulated?

FMG holds a Financial Advice Provider (FAP) licence issued by the FMA to provide a financial advice service.

FMG's licence is subject to conditions imposed by the FMA, including but not limited to, conditions relating to record-keeping and FMG's internal complaints process.

You can obtain information from the FMA and can report information about FMG by contacting the FMA at:

Auckland:

Street Address	Postal Address
Financial Markets Authority Level 5, Ernst & Young Building, 2 Takutai Square, Britomart, Auckland New Zealand	Financial Markets Authority DX Box CX10033, PO Box 106 672, Auckland 1143 New Zealand

Wellington:

Street Address	Postal Address
Financial Markets Authority Level 2, 1 Grey Street, Wellington, New Zealand	Financial Markets Authority PO Box 1179, Wellington 6140 New Zealand

Telephone number: 0800 434 566 or

Overseas calls: + 64 3 962 2695

Email: questions@fma.govt.nz

You can check FMG's licence status on the Financial Service Providers Register at www.fspr.govt.nz

What products and services does FMG provide?

FMG underwrites its own general insurance products. FMG and its 'nominated representatives', who are employees of FMG, provide advice on FMG's insurance products.

FMG also has arrangements in place to offer insurance products from other insurers (Outsourced Insurance Providers) on commercially negotiated terms. FMG and its nominated representatives also provide advice on products from certain Outsourced Insurance Providers, which include some general insurance products, as well as life, health and disability products. For a current list of the Outsourced Insurance Providers whose products FMG provides advice on, please visit fmg.co.nz/outsourced

Fees, expenses, or other amounts payable

You will not have to pay any fees, expenses, or other amounts to FMG or any of its nominated representatives for any advice or service. Commissions may be payable to FMG from other insurers; see Conflicts of Interest, Commissions and Incentives below.

Premiums that are payable in respect of insurance will be disclosed to you before you decide to take out a policy.

Conflicts of Interest, Commissions and Incentives

FMG's nominated representatives, who provide financial advice on behalf of FMG, receive a salary and they may receive an annual incentive payment if a certain level of overall performance is achieved. FMG's nominated representatives' annual incentives are calculated against a balance of financial and non-financial measures, including FMG's overall financial performance, their Area Team's financial performance, and their own teamwork and competency measures.

To ensure that FMG and its staff prioritise your interests, FMG's nominated representatives follow an advice process that ensures recommendations are made on the basis of suitability for your goals, needs, and objectives. FMG is responsible for the advice provided by its nominated representatives, and regular audits of financial advice are carried out.

FMG receives commission from Outsourced Insurance Providers in relation to the sale of their products. For example, if you take out a product organised by FMG with an Outsourced Insurance Provider, FMG will be paid commission. The amount of commission paid to FMG is calculated as a percentage of the premium amount for the product you take out. To see the current commission rates that FMG has agreed with its Outsourced Insurance Providers, please visit fmg.co.nz/outsourced

Specifically, none of FMG's commission arrangements with Outsourced Insurance Providers require a minimum number of products to be placed with them, and these arrangements do not have any influence on the advice given by FMG and its staff. When providing advice on outsourced products, FMG's nominated representatives follow the same advice process that ensures recommendations are made on the basis of suitability for your goals, needs, and objectives.

NAME:

**Farmers' Mutual Group /
FMG Insurance Limited
trading as FMG**

STREET ADDRESS:

**Farmers' Mutual House
292 Church St,
Palmerston North**

POSTAL ADDRESS:

**PO Box 1943,
Palmerston North 4410**

TELEPHONE NUMBER:

**0800 366 466 or
(06) 356 9456**

WEB ADDRESS:

www.fmg.co.nz

CONTACT US:

fmg.co.nz/contact-us

This disclosure statement has been updated on 30 August 2024.

Financial Strength Rating

FMG Insurance Limited has been assigned a Financial Strength Rating of

A (EXCELLENT)

as accorded by the international rating agency A.M. Best Company.

The rating scale is as follows:

A++ and A+	Superior
A and A-	Excellent
B++ and B+	Very Good
B and B-	Fair
C++ and C+	Marginal
C and C-	Weak
D	Poor
E	Under Regulatory Supervision
F	In Liquidation
S	Rating Suspended



What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of FMG's services, please tell us about it so FMG can try to fix the problem. FMG has an internal complaints process that you can access by telephone or in writing at the contact details above, or by visiting www.fmg.co.nz/about-fmg/make-a-complaint

FMG's dedicated Client Resolutions Team will review your complaint and you will be provided an outcome or an update within 10 working days. If more time is needed to consider your complaint, you will be given further updates at least every 20 working days, until an outcome to your complaint has been reached.

If you are unhappy with the outcome of your complaint, or if two months have passed since you raised the complaint with FMG and it has not been resolved, you can contact the Insurance & Financial Services Ombudsman Scheme (IFSO Scheme). This service is independent and free for you to use and will help resolve any outstanding disagreements. The IFSO Scheme's contact details are:

Address: PO Box 10-845, Wellington, 6143

Telephone number: 0800 888 202

Email address: info@ifso.nz

Duties

When giving you advice, FMG and its nominated representatives are bound by certain duties under the Financial Markets Conduct Act 2013 and the Code of Professional Conduct for Financial Advice Services (the Code). These duties include:

- giving priority to your interests;
- exercising due care, diligence and skill;
- meeting the standards of competence, knowledge and skill set out in the Code; and
- meeting the standards of ethical behaviour, conduct, and client care set out in the Code.

You can find a copy of the Code at www.financialadvicecode.govt.nz

Privacy Act

FMG collects personal information about you to evaluate the insurance you seek. The information is collected and held by FMG, 292 Church St, Palmerston North.

The collection of this information is required pursuant to the common law duty to disclose all material facts relevant to the insurance sought and is mandatory. Failure to provide this information may result in your application for insurance being declined or your insurance being void from the beginning.

Information collected about claims made under your policies may be given to and obtained from Insurance Claims Register Limited (ICR).

You have rights of access to and correction of this information, subject to the provisions of the Privacy Act 2020.

You can obtain a full copy of our Privacy Policy at www.fmg.co.nz or by calling 0800 366 466.

Financial Strength Rating

FMG Insurance Limited has been assigned a Financial Strength Rating of A (Excellent) as accorded by the international rating agency A.M. Best Company.

Fair Insurance Code

FMG is a member of the Insurance Council of New Zealand. The Insurance Council of New Zealand developed the Fair Insurance Code to set minimum service standards for insurance companies.

What is the Fair Insurance Code?

The Fair Insurance Code sets out the core principles to improve the standards of practice and service Insurance Council New Zealand (ICNZ) members provide to their customers.

The Fair Insurance Code is a code of practice that:

- Sets minimum service standards for insurance companies
- Describes the responsibilities that the customer and the insurance company have towards each other
- Encourages professionalism in the insurance industry

How do I get a copy of the Fair Insurance Code?

You can access a copy of the Fair Insurance Code at any time by visiting www.icnz.org.nz or by contacting FMG on 0800 366 466.

