

Client Service Standards Statement

LICENSING INFORMATION

Gregan & Company Limited FSP760551, trading as Gregan & Co is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

OUR COMMITMENT

We are committed to provide our Clients Financial Advice that meet standards of competence, knowledge and skill set by the [Code of Professional Conduct for Financial Advice Services](#); to give priority to your interests; exercise care, diligence and skill in providing you with advice; meet standards of ethical behaviour, conduct and client care set by the [Code of Professional Conduct for Financial Advice Services](#).

TREAT CLIENTS FAIRLY

We respect our clients by listening to their needs and considering their individual needs. We will promise to respond in a timely manner and communicate clearly and concisely to you.

ACT WITH INTEGRITY

We will give priority to your interests at all times and to work with you to tailor an Insurance solution that meets your needs. We will be open and honest with all information presented to you to assist you in making an informed decision based on your individual circumstances.

GIVE ADVICE THAT IS SUITABLE

We have access to a wide range of Insurance Products. We will take the time and skill to arrange the appropriate insurance policy or policies that is suitable for you. We will do so by gathering information about you and your needs and tailoring insurance policy or policies accordingly.

ENSURE THAT OUR CLIENTS UNDERSTANDS THE FINANCIAL ADVICE

Our goal is to find the right insurance solution that best suits your needs. We will communicate our recommendations to you in a way that you understand it and demonstrate how these best meets your individual circumstances.

Our mission statement is to consistently deliver personal, efficient, high quality insurance broking advice and service to our clients, that exceeds their expectations, to enable them to focus on their business.

CONTACT DETAILS

Gregan & Company Limited FSP760551, trading as Gregan & Co is the Financial Advice Provider.

Call: 0800 299 3100

Email: insure@gregan.co.nz

Write to: PO Box 11704, Ellerslie, Auckland 1542

AVAILABILITY OF INFORMATION

This information can be provided in hardcopy at your request.

This Client Service Standards statement was prepared on: 10 June 2022