

## Important Information

### DUTY OF DISCLOSURE

When you apply for an insurance contract you have the duty to disclose to the Insurer all facts that are material to the risk, that you know (or could reasonably be expected to know) which would influence the judgement of a prudent Insurer.

You have this same duty to disclose each time you renew, extend or whenever you make any changes to an insurance contract.

**Examples** of information you may need to disclose:

- Any change in circumstances which increases the risk of a claim
- Any criminal offence or traffic offence
- Any cancellation, refusal to renew any insurance contract, or imposing of special terms by another Insurer
- Any insurance claims you have made in the past

**Examples** of information you do not need to disclose:

- Anything that your Insurer knows or, in the ordinary course of its business, ought to know
- Anything that is common knowledge
- Anything that reduces the risk of a claim

These **examples** are intended as a guide only. If you are uncertain whether you need to disclose or not, **when in doubt disclose**.

If you fail to comply with the duty of disclosure, the consequences can be serious. The Insurer may be entitled to reduce their liability under the insurance contract in respect of a claim or may cancel the insurance contract.

### COMPLAINTS AND DISPUTE RESOLUTION

We are keen to resolve your complaint as quickly as we can and clear up any misunderstandings. If you are not satisfied with our service or financial advice, you can make a complaint by:

**Call:** 08002993100

**Email:** insure@gregan.co.nz

**Write to:** PO Box 11704, Ellerslie, Auckland 1542

We will follow our internal complaints process:

- We will consider your complaint and work with you to resolve it.
- Where possible, we try to resolve your complaint within 2 business days.
- If we are unable to resolve your complaint within 2 business days, we will formally acknowledge receipt of your complaint and provide an estimate of the timeframe for a fuller response.
- We will provide information about Financial Services Complaints Limited ('**FSCL**'), our external dispute resolution scheme, that may help to investigate or resolve your complaint.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints process, you can contact FSCL. FSCL provides a free and independent dispute resolution service that may help to resolve your complaint if we haven't been able to do so to your satisfaction.

**Call:** 0800347257

**Email:** complaints@fscl.org.nz

**Write to:** PO Box 5967, Wellington 6140

Full details of how to access the FSCL scheme can be obtained on their website [www.fscl.org.nz](http://www.fscl.org.nz). There is no cost to you to use the services of FSCL

## OUR REMUNERATION

Gregan & Company Limited may receive consideration from Insurers with whom we place insurance and associated services, on your behalf. We may charge administration fees to cover administration expenses and disbursements.

## FAIR INSURANCE CODE

The Fair Insurance Code is a code of practice that sets minimum service standards for insurance companies and describes the responsibilities that you and your insurance company have to each other. Your insurer, when a member of the Insurance Council of New Zealand, is committed to complying with the Fair Insurance Code. A full copy of the Code is available at [www.icnz.co.nz](http://www.icnz.co.nz)

## YOUR PRIVACY

As your insurance broker, we are committed to protecting your privacy. We use information you provide to advise you about and arrange your insurance requirements. We only provide your information to the companies with whom you choose to deal with and their representatives. We do not trade, rent or sell your Information. If you don't provide us with full information we cannot properly advise you and you could breach your duty of disclosure. You can check the information we hold about you at any time.

## MEMBERSHIP OF NZBROKERS

We are a member of NZbrokers. NZbrokers is a collaborative group of New Zealand owned and operated professional insurance brokers. All members are able to benefit from the size and capability of the national group while retaining their Independence. Membership of NZbrokers provides us with access to an extensive range of insurance broker services and efficiencies, Improved policy coverage, and broader geographic resources. Additional Information on NZbrokers is available at [www.nzbrokers.co.nz](http://www.nzbrokers.co.nz)

## PAYMENT OF PREMIUMS

The premium and any fee payable should be paid to us in full. The amount due is due to us immediately upon receipt of our tax invoice. We are obligated to pay your Insurer within our agreed credit terms with them. The payment options are:

- Direct Credit online payments
- Credit Cards

We fully appreciate and understand that at times cashflow varies. One solution our clients can access is to use a monthly premium funding programme to spread your premium payments over the period of insurance.

In addition, we can tailor make or find a solution that works for you within the agreed credit terms we have with our Insurers.

## CANCELLATIONS

If we are unable to collect the premiums from you within our agreed credit terms with the Insurers we are obligated under the Insurance Intermediaries Act 1994 to advise the insurer in writing. The Insurer may then issue a notice of cancellation of the policy in accordance with the policy terms, conditions and exceptions of the policy document.

If you cancel an insurance policy before the expiry date of the insurance policy, we will pay you any premium refunded by the Insurer, less any outstanding remuneration and/or an administration fees of \$0 - \$50 + GST per policy. We may retain any remuneration already received by the Insurer which will be confirmed to you at the time of the cancellation.

## 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 terms of Important Information statement was prepared on: 10 June 2022