

## ARK FINANCIAL GROUP

### IMPORTANT INFORMATION

#### LICENSING INFORMATION

Ark Financial Group Ltd (FSP749952, trading as Ark Financial Group) holds a license issued by the Financial Markets Authority to provide financial advice.

Advisers: Stephen Wescombe FSP99764, Luke McIntyre FSP1004498, Nadi McIntyre FSP766971

#### NATURE AND SCOPE OF ADVICE

Ark Financial Group provides advice to our clients in relation to their personal and business risk insurances, investments, retirement planning and financial coaching.

Ark Financial Group has Distribution Agreements in place for implementation of personal and business risk insurance with the following Insurers: Fidelity Life, Accuro Health, AIA, AMP, Asteron Life, Chubb Life, NIB, Partners Life and Southern Cross.

Ark Financial Group has Distribution Agreements in place for investment implementation with the following Providers: ANZ Investments, AMP, Booster, Fisher Funds, Milford, OneAnswer Portfolio Services (which includes advice on a wide range of New Zealand and Australian Managed funds).

## FEES AND EXPENSES

### OneAnswer Portfolio Services

For investment implementation and monitoring Ark Financial Group will charge a fee for the financial advice provided to a client. This fee will be calculated on the following basis:

When	Description	How paid	Amount
Ongoing (monthly)	Service fee. For ongoing advice and monitoring of the financial plan.	Paid by you, but deducted from your OneAnswer portfolio monthly and paid to your adviser	Calculated as a percentage on a sliding scale based on sum invested.

### Financial Coaching

Ark Financial Group will charge a fee for the financial advice provided to a client using the Optimiser Coaching Programme. This fee will be calculated on the following basis:

Annual fee: \$1200.00 or

Monthly fee: \$100 per month for 12 months

<https://www.arkfg.co.nz/the-optimiser-programme/>

Your advisers at Ark Financial Group may charge a fee for other financial advice, implementation and ongoing monitoring. Whether a fee will be charged will be advised before the work is performed.

## CONFLICTS OF INTEREST AND INCENTIVES

Ark Financial Group receives commission and fees from the providers on whose products we give financial advice (the insurers, investment and KiwiSaver providers). If you decide to take out insurance or take our KiwiSaver advice, the provider will pay a commission/fee to Ark Financial Group.

For Insurance, commission based on the first years premium.

For Kiwisaver, a fee based on the KiwiSaver balance.

Ark Financial Group has an agreement with Rothbury Insurance Brokers Ltd for referred business placed and will receive a percentage of the commission.

From time to time, your Adviser may receive corporate gifts, invitations to conferences and entertainment events, training and marketing support, or opportunities to be hosted by providers.

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our recommendations are made on the basis of the client's goals and circumstances. Our advisers subscribe to research companies: Farrellys, My Fiduciary, and Quote Monster allowing our advisers to recommend an appropriate solution to you as the client.

## COMPLAINT HANDLING AND DISPUTE RESOLUTION

If you are not satisfied with our financial advice service you can make a complaint by emailing [admin@arkfg.co.nz](mailto:admin@arkfg.co.nz), or by calling: 03 360 2001. You can also write to us at: PO Box 20335, Bishopdale, Christchurch 8543.

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 2 working days of receiving them. If we can't, we will contact you within that time to let you know we need more 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 cannot resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Disputes Resolution Scheme.

Financial Disputes Resolution Scheme provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction.

You can contact Financial Disputes Resolution Scheme by email or post:

Freepost 231075

PO Box 2272

Wellington 6140

Ph: 0508 337 337

E: [enquires@fdrs.org.nz](mailto:enquires@fdrs.org.nz)

<https://fdrs.org.nz/>

## DUTIES INFORMATION

Ark Financial Group, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

- give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests
- exercise care, diligence, and skill in providing you with advice
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice)
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should and give you suitable advice).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>.

## CONTACT DETAILS

Ark Financial Group Limited (FSP11234) trading as Ark Financial Group is the Financial Advice Provider.

You can contact us at:

Ph: 03 360 2001

E: [admin@arkfg.co.nz](mailto:admin@arkfg.co.nz)

or visit our [Contact us](#) page