

## Scope of Service

Our financial services set out to address client's needs in relation to insurance management, fire and general insurance, mortgage management and estate planning.

- ☐ **Risk Insurance**    ☐ **Fire & General Insurance**    ☐ **ACC**    ☐ **Mortgage**

You have requested a full review where you will disclose all your personal information to enable me to complete a full needs analysis; determine which financial products may be suitable to your current and future needs and goals; and advise you of any gaps in your risk profile.

- ☐ **Limited Advice**

You have requested limited advice on the product(s) noted below.

> See over page

- ☐ **Transaction Only**

You have requested only the product(s) noted below.

> See over page

### Risk Management Insurance

- ☐ Life Cover \_\_\_\_\_
- ☐ Total & Permanent Disability \_\_\_\_\_
- ☐ Trauma Cover \_\_\_\_\_
- ☐ Income Protection \_\_\_\_\_
- ☐ Mortgage Protection \_\_\_\_\_
- ☐ Medical Insurance \_\_\_\_\_
- ☐ Redundancy Cover \_\_\_\_\_
- ☐ ACC \_\_\_\_\_

### Fire & General Insurance – referred to a specialist

- ☐ Domestic \_\_\_\_\_
- ☐ Commercial \_\_\_\_\_

### Planning – referred to a specialist

- ☐ KiwiSaver (Class Advise)  
General not personal \_\_\_\_\_
- ☐ Tax \_\_\_\_\_
- ☐ Estate \_\_\_\_\_

### Mortgage Management – referred to a specialist

- ☐ House Purchase \_\_\_\_\_
- ☐ Refinance/Restructure \_\_\_\_\_
- ☐ Debt Consolidation \_\_\_\_\_
- ☐ Rental Property Finance \_\_\_\_\_

## Acknowledgement

- ☐ I/we confirm I/we have received and understood the Disclosure Statement, Terms of Engagement and this Scope of Service provided by Leecia Burford.
- ☐ I/we acknowledge that the information provided in the Needs Analysis is true and correct to the best of our knowledge at this time.
- ☐ I/we give permission for Leecia Burford, Nichola Wadey Financial Services to send emails from time to time.

|           |           |
|-----------|-----------|
| Signature | Signature |
| Name      | Name      |
| Date      | Date      |

## Limited Advice & Transaction Advice

You acknowledge that you have chosen not to disclose all of your information to enable me to complete a full needs analysis on your circumstances, therefore my financial adviser service is based only upon that information which you have provided.

### The advantages of having a full needs analysis are to:

- Give me a full understanding of your personal circumstances, including your financial goals and risk tolerances, allowing me to tailor my advice to your specific needs;
- Provide you with an analysis of your current and future financial situation;
- Determine which financial products may be suitable for your current and future needs and goals;
- Advise you of any gaps in your risk profile.

### The risks of not having a full needs analysis are that:

- Any advice I give you is based on information provided and will be of a more general nature;
- A complete financial analysis will not be conducted;
- Financial products that I recommend may be unsuitable for your needs and goals either now or in the future;
- You may commit to products which bear a greater risk than you would otherwise tolerate;
- Possible gaps in your risk profile may not be uncovered.

### This statement acknowledges the following:

- You have not provided me with all the information I require for a full analysis, therefore the suitability of my financial adviser services to your particular circumstances is based only upon the information that I have received.
- I have not directed or influenced you not to receive a full needs analysis or limit what information you give me;
- You accept that you must still disclose all relevant information on any application submitted on your behalf.

Please note, at any time during this process, you can elect to have me conduct a full needs analysis.

|           |           |
|-----------|-----------|
| Signature | Signature |
| Name      | Name      |
| Date      | Date      |



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Leecia Burford  
Registered Financial Adviser

18/05/2017 2:00 PM

## Terms of Engagement

This Terms of Engagement document sets out the mutually agreed terms of engagement between us. If you do not understand anything in this document or have any questions regarding any part of this document then please ask me.

### **Parties**

Adviser Details

#### **Leecia Burford**

Leecia Burford Financial Services Limited  
Level 1, 15 Mercari Way, Albany, Auckland  
P O Box 300772, Albany, Auckland 0752  
Email leecia@nwfs.co.nz FSPR 34162

Client details are recorded in the needs analysis documentation.

### **Adviser Experience**

I joined the insurance industry in 2012 after a sales career for over 20 years mostly within the Retail sector. My experience includes working with small, medium and large businesses; account management and training. I have completed extensive training from the many insurance providers to extend my knowledge and will continue to participate in on-going professional development courses, insurer and lenders training on a regular basis ensuring that my continuing professional development/education is kept up to date.

### **Professional Indemnity Insurance**

I hold professional indemnity insurance which covers all my areas of practice. This insurance provides protection for client for – any error or omission; defamation; employee dishonesty; and includes full prior acts protection. My Professional Indemnity Insurance is through Professional Advisers Association and underwritten by Lumley General Insurance (NZ) Limited.

### **Remuneration & Fees**

Analysing the suitability for the provision of products and/or services to you and providing a financial service to you in the form of a Document of Advice and all associated documentation is given as a service. There is no cost to you for the entire term of the mutually agreed engagement.

I do not charge a fee for the advice I provide you. In relation to insurances, I am paid a commission by the companies that business is placed with; in most cases this remuneration is based on completed contracts that remain in force for 2 years; this commission payment covers the advice given plus the cost of providing support throughout the life of the policy.

From time to time insurance companies may provide conferences (overseas and in New Zealand) that I may attend at their cost. In addition I may receive gifts and/or incentives for the provision of insurance advice. Such gifts can potentially include consumer goods, travel and accommodation. These gifts are at the discretion of the insurance companies, and I am unable to provide further details of these gifts until such gifts are received.

From time to time I may also receive a commission for the referral of mortgage services if a referral is made to a specialist mortgage adviser. Similarly, I may make payments to those who refer clients to me. Such payments are made solely at my discretion and are in no way detrimental to my clients.

### **Disclosure of criminal convictions**

I have not been:

- convicted of an offence under the Securities Markets Act 1988; the Investment Advisers (Disclosure) Act 1996 or the Securities Act 1978, or for a crime involving dishonesty;
- a director or principal officer of a body corporate that has committed an offence against the Securities Markets Act 1988, the Investment Advisers (Disclosure Act) 1996 or the Securities Act 1978 or for a crime involving dishonesty;
- adjudged bankrupt;

- prohibited by and Act or by a court from taking part in the management of a company or business;
- the subject of an adverse finding by a court in any proceeding taken against me in my professional capacity; or
- expelled from, or prohibited from being a member of, a professional body.

## Memberships

I am a current member of Professional Advisers Association – [www.paa.co.nz](http://www.paa.co.nz)

## Advice Process

Our advice process follows the internationally recognised six-step process:

- 1) Establishing the client-adviser relationship
- 2) Gathering client data and determining goals and expectations
- 3) Analysing and evaluating the client's financial position, goals and needs
- 4) Developing and presenting written advice
- 5) Oversee the implementation of the agreed recommendations
- 6) Monitor and review

It is our policy to offer this full service to all our clients, should you instruct me not to provide all of my financial adviser services to your particular circumstances; or chose not to disclose all of the information sought by me and that the suitability of my financial adviser services to your circumstances is based only upon that information which you have provided.

## Advice

Our financial services include advice on the following products with a view to meeting the client's needs. This may include referral to other professionals where advice is outside of my specialist area:

### Nichola Wadey Financial Services – Risk Management Insurance:

- |   |  |
|---|--|
| <input type="checkbox"/> Life Cover                   | <input type="checkbox"/> Medical Insurance       |
| <input type="checkbox"/> Total & Permanent Disability | <input type="checkbox"/> Redundancy Cover        |
| <input type="checkbox"/> Trauma Cover                 | <input type="checkbox"/> Family Protection Cover |
| <input type="checkbox"/> Income Protection            | <input type="checkbox"/> Business Risk Insurance |
| <input type="checkbox"/> Mortgage Protection          | <input type="checkbox"/> ACC Review              |

### NewPark General – Fire and General Insurance:

- ☐ Domestic – House, Contents, Boat, Motor Bike, Landlords Protection
- ☐ Commercial/Business – Material Damage, Commercial Vehicle, Public Liability, Statutory Liability, Employers Liability, Professional Indemnity, Business Interruption.

### Referred to a specialist:

- |                                    |  |  |
|------------------------------------|--|--|
| <input type="checkbox"/> KiwiSaver | <input type="checkbox"/> Taxation Planning | <input type="checkbox"/> Estate Planning |
|------------------------------------|--|--|

### Referred to a specialist: – Mortgage Management:

- |  |   |
|--|---|
| <input type="checkbox"/> House Purchase Mortgage     | <input type="checkbox"/> Mortgage Refinance/Restructure |
| <input type="checkbox"/> Debt Consolidation          | <input type="checkbox"/> Rental Property Mortgage       |
| <input type="checkbox"/> Commercial Property Finance | <input type="checkbox"/> Development Finance            |

## Implementation

We also offer product implementation services either based on the advice we have given you or to your instructions. We ensure that the implementation process is as easy as possible and handle all interactions with the product providers on your behalf. This includes assistance with the underwriting and approval processes.

## Service

We also provide ongoing service and advice for clients on their various plans and products. This can include reviews, renewals, advice and claims assistance. We want to make it easy for you by dealing with the product providers to ensure the best outcomes for you.

## Time Frames

The estimated time of the planning process is approximately one hour for the first meeting and two or three meetings may be required for the entire process. At a future mutually agreeable time, a review of your personal situation may involve a further one hour interview in order to update mutually agreed levels of cover. In most cases, reviews take place annually unless otherwise agreed.

## **Client Confidentiality**

Confidentiality is very important to me. I acknowledge that your personal details and details of your financial position are confidential. I undertake not to divulge any information that you have disclosed to me to any person or body except under the conditions noted below in 'Use of Information'. If your details are entered into our electronic record system, I will keep those details on file for a period of seven years or longer whether or not this engagement terminates.

## **Client Responsibilities**

It is your responsibility to provide me with accurate and relevant information at the time that the initial information is being gathered by way of the Needs Analysis. If you provide me with incomplete or inaccurate information, I may not be able to provide you with the advice, products or services you are seeking. It is important that you understand your obligation to provide me with accurate and relevant information in order for the financial services provider to appropriately assess the risk and make an informed decision about the products you may be seeking. Should you instruct me not to determine the suitability of my financial adviser services to your particular circumstances; or chose not to disclose all of the information sought be me and that the suitability of my financial adviser services to your circumstances is based only upon that information which you have provide – you will be requested to sign a Limited Advice document.

## **Referrals to other Professionals**

If at any time during the term of engagement, a potential need arises for the use of another professional, I undertake to refer you to an appropriate professional. You will not be billed or invoiced for such a service at any time by me. If an appropriate professional can not be located I undertake to advise you as soon as possible so that you may engage a professional of your choice or seek advice in regard to the same. Should another professional be engaged, I do not accept any liability whatsoever for the advice provided or the fees invoiced by that other professional, regardless of how the engagement came about.

## **Termination**

I undertake to exercise care, diligence and skill in providing you with a financial adviser service. If at any time, you wish to terminate this engagement, you must advise me in writing. Upon receipt of such advice by you, I then undertake to confirm termination of the engagement to you in writing within two business days, not including any public holidays.

## **Use of Information**

I will collect personal information (including full name, address and contact details) so that I may administer my customer relationships and provide clients with the products and services they request. This information is held at my offices. If at any time you wish to have access to, or correct any of, the information obtained with your permission, please contact me. I may be allowed or obliged to disclose information by law; under Court Orders or Statutory Notices pursuant to taxation laws. I may also disclose personal/business information to other financial institutions and organisations at their request if you seek to obtain products and/or services from them. Personal/business information may also be disclosed to:

- Professionals including but not limited to solicitors, accountants, insurance brokers, and stockbrokers when a referral is required, at your request and;
- If you have insurance, those involved in the insurance process including but not limited to claims investigators, medical practitioners, re-insurers, insurance reference agencies.
- If I intend to sell my business, any prospective purchaser of my business.

From time to time, this information may be updated and/or changed and I undertake to advise you of material changes to any of the items and/or products/services noted above by email and/or mail.

## **Summary**

A Terms of Engagement document begins the process of setting out the mutually agreed terms of engagement between us. I am happy to answer any questions you may have.



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Leecia Burford  
Registered Financial Adviser

18/05/2017 2:00 PM