



TOWER QFE Group Disclosure Statement

Category two products

This disclosure statement was prepared on 18 November 2015.

TOWER QFE Group (TOWER)

(Comprising TOWER New Zealand Limited and TOWER Insurance Limited)
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Auckland 1142
New Zealand

0800 808 808
insurance@tower.co.nz

It is important that you read this information

This document is important. It describes the financial adviser services that TOWER provides. It will help you to compare TOWER with other financial advisers in order to select the financial adviser that best suits your needs.

What sort of adviser is TOWER?

TOWER is a Qualifying Financial Entity ('**QFE**') group, which includes the trading brands TOWER and FinTel. You can check the TOWER QFE status and whether other entities are a member of the TOWER QFE Group on the Financial Service Providers Register at business.govt.nz/fsp

TOWER also underwrites the insurance provided through the Trade Me Insurance website.

TOWER is a member of the Insurance and Financial Services Ombudsman Scheme ('**IFSO Scheme**'), formerly known as the Insurance and Savings Ombudsman Scheme.

What does this mean?

As a QFE TOWER takes responsibility for the financial adviser services provided by advisers employed by its QFE group ('**QFE advisers**'). This includes training, monitoring, and developing our QFE advisers to ensure they exercise care, diligence and skill when providing our customers with financial advice. The TOWER QFE status means its QFE advisers do not have to be individually registered or authorised.

What services can we provide to you?

TOWER QFE advisers provide financial advice on insurance products underwritten, provided or approved by TOWER. These products include house, contents, boat, vehicle, farm, business and travel insurance. TOWER's QFE advisers also provide advice in relation to the insurance products sold through the Trade Me Insurance website, including house, contents and vehicle insurance.



QFE advisers cannot provide advice in relation to any other financial products, or provide any other licensed services. If you require other services, including advice on other products or assistance in designing a plan to deal with your investment needs and goals, you should contact an Authorised Financial Adviser.

TOWER does not provide any licensed services other than those provided as a QFE.

What should you do if you have a concern?

If you have a problem or complaint in relation to any service we provide, please contact one of our Customer Care Consultants on 0800 808 808. If you are not satisfied with the outcome, you can ask for it to be escalated to a more senior staff member. If this does not result in the resolution of your complaint you may escalate it further by writing to our Customer Care Manager at PO Box 90 347, Auckland 1142 or complaints@tower.co.nz. Your complaint will be independently reviewed.

If we cannot resolve your complaint you can request a letter of deadlock which will allow you to ask the IFSO Scheme to investigate your complaint. (You will need to show that you have followed the steps in our complaints process first.) This service will cost you nothing, and will help us resolve any disagreements. You can contact the IFSO scheme at:

Insurance and Financial Services Ombudsman Scheme
PO Box 10 845
Wellington 6143
New Zealand

0800 888 202
info@ifso.nz
www.ifso.nz

Who licenses and regulates us?

TOWER is licensed and regulated by the Financial Markets Authority ('**FMA**') for its financial adviser services.

You can obtain further information about financial services or report information about TOWER or our advisers by contacting the FMA. The FMA's contact details are:

Financial Markets Authority
PO Box 106 672
Auckland 1143
New Zealand

0800 434 567
www.fma.govt.nz