

## Primary Disclosure Statement (Authorised Financial Adviser)

Name and registration number of Authorised Financial Adviser: Mel. Cook (FSP25941)

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Trading name: Heartland Taranaki Limited trading as Heartland Insurance and Investment

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This disclosure statement was prepared on: 1 July 2011

### It is important that you read this document

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

In addition to the information that I must disclose to you in this statement, I must also disclose other information to you in a separate disclosure statement (or statements), including information about the types of services that I provide, the fees that I charge, and any actual or potential conflicts of interest. If I have not provided that information to you at the same time as I give you this statement, I must provide it to you as soon as I can.

### What sort of adviser am I?

I am an Authorised Financial Adviser. This means I have been authorised by the Financial Markets Authority (the government agency that monitors financial advisers) to provide the financial adviser services described below.

### How can I help you?

I have been authorised to provide you with financial adviser services of the following categories:

- Financial Advice

When I do this, I will be able to give you advice about -

- Financial products provided by only 1 organisation
- Financial products provided by a small number of organisations (2 to 5 organisations)
- Financial products provided by a broad range of organisations (more than 5 organisations)

## How do I get paid for the services that I provide to you?

### Payment Type

- Fees only
- Fees
- Commissions
- Extra payments from my principal
- Non-financial benefits from other organisations

### Description

My services are only paid for by the fees that you pay. I do not receive payments from other people or organisations that might influence my advice.

My services are paid for by the fees that you pay as well as in other ways.

There are situations in which my principal and I will be paid by other organisations. How much that payment will be depends on the decisions that you make.

I may receive extra payments from my principal depending upon the decisions that you make.

Other organisations may give my principal and me non-financial benefits depending on the decisions that you make.

I am required to tell you the specific fees, commissions, extra payments, and other benefits that I have received or will, or may, receive in relation to the services that I provide to you. I must tell you these things before I give you advice or, if that is not practicable, as soon as practicable after I give you that advice.

## What are my obligations?

As an Authorised Financial Adviser, I must comply with the Code of Professional Conduct for Authorised Financial Advisers. I also have other obligations under the Financial Advisers Act 2008 (including regulations made under that Act) and under the general law.

## What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please tell my internal complaints scheme so that my internal complaints scheme can try to fix the problem.

You may contact the internal complaints scheme by:

Contact Name: Kim Roberts  
Address: 117 Powderham Street  
New Plymouth  
Telephone number: 0508 267 267  
Email address: kim\_roberts@amp.co.nz

When making a complaint to my internal complaints scheme please provide as much information as possible so that we can work towards fixing the issue.

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints

scheme, you can contact the Insurance & Savings Ombudsman. This service will cost you nothing, and will help us resolve any disagreements.

You can contact the Insurance & Savings Ombudsman at -

Address: 7<sup>th</sup> Floor, BDO House,  
99-105 Customhouse Quay,  
PO Box 10845,  
Wellington

Telephone number: (04) 499 7612

Email address: info@iombudsman.org.nz

### **If you need to know more, where can you get more information?**

If you have a question about anything in this disclosure statement or you would like to know anything more about me, please ask me.

If you have a question about financial advisers generally, you can contact the Financial Markets Authority.

### **How am I regulated by the Government?**

You can check that I am a registered financial services provider and an Authorised Financial Adviser at <http://www.fspr.govt.nz>

The Financial Markets Authority authorises and regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under **What should you do if something goes wrong?**).

### **Declaration**

I, Mel. Cook, declare that, to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.

Signed: *Mel Cook*

Dated: 1<sup>st</sup> July 2011