



RIVAL Wealth Limited
Financial Services Provider Number FSP 30481
2 Michael Street, P O Box 59 Masterton
Phone 06 370 4441 or 0800 474 825
Email info@rivalwealth.co.nz

About Us

RIVAL Wealth Limited is a Financial Advice Provider (FAP) licenced by the Financial Markets Authority to provide financial advice.

We offer a holistic approach to financial planning, providing a personalised service tailored to the financial objectives of our clients. The business is impartial, providing financial planning in partnership with some of the world's leading financial service providers. All of RIVAL Wealth's senior advisers are members of Financial Advice New Zealand and/or Insurance Brokers Association of New Zealand. They have a range of skills to suit most people's needs, supported by a great team all very focused on the vision of RIVAL Wealth – giving people the confidence to make *smarter financial decisions to get them financially organised*.

RIVAL Wealth advisers provide advice about

Comprehensive Financial Planning	Full analysis of your situation aligned with your financial objectives.
Cash and Debt Management	Providing personal advice on budgeting, debt restructuring and establishing sufficient cash reserves.
Risk Management	Protecting personal risk and ensuring sufficient cash is available in the event of disability, illness, or death.
Investment and Retirement Planning	Considering risk profile, investment timeframes and cash flow needs, recommending appropriate solutions to you
General Insurance	Protecting your possessions and actions against unforeseen loss or damage.

RIVAL Wealth Limited may sometimes refer clients to RIVAL Accounting Limited as part of our recommendations.

RIVAL Wealth provide advice in relation to the following products

- Personal Life, Sickness and Disability Insurance
- Private Health Insurance
- Business Life, Sickness and Disability Insurance
- Commercial, Rural and Domestic Insurance
- Groups Life, Income and Health Insurance
- Discretionary Investment Management Service (DIMS)
- Managed Funds (non DIMS)
- KiwiSaver
- UK Pension Transfer Funds
- Corporate Superannuation

Note: Not all of our advisers can advise on all these product areas and needs. Please refer to the link 'Meet Our Team' to see who can advise on which area.

We provide advice in relation to products provided by the following companies

Area	Provider
Life and Disability Insurance	
Medical Insurance	
General Insurance	
KiwiSaver	
Discretionary Investment Management Service Custodian	
Investment Planning	

Fees and Expenses

We do not charge for advice at our first meeting. However, there are fees payable by the client for the following situations;

Discretionary Investment Management Service (DIMS) and Non Discretionary

A plan development fee of \$500 + gst will be charged but will be rebated if you implement the portfolio. A monitoring fee to a maximum of 1.2% is payable monthly based on the total balance of your portfolio for continually monitoring your portfolio and making appropriate changes. This is paid from your portfolio directly to RIVAL Wealth, if you decide to invest based on our recommendation; specific fees will be advised to you when advice is provided.

Discretionary Investment Management Service (DIMS) - Multi Manager

An implementation fee of \$200 will be charged for setting up your portfolio. A monitoring fee to a maximum of 0.5% is payable monthly based on the total balance of your portfolio for continually monitoring your portfolio and making appropriate changes. This is paid from your portfolio directly to RIVAL Wealth, if you decide to invest based on our recommendation; specific fees will be advised to you when advice is provided.

Managed Funds

An implementation fee of \$200 + gst will be charged for setting up your portfolio.

Life, Income and Health Insurance

A plan development fee of \$300 + gst may be charged but will be rebated if you implement our recommendations. RIVAL Wealth Limited charges a fee for financial advice provided to a client if the client cancels a life, income or health insurance policy within two years of inception for the substantial amount of work we do to put a policy in place. Specific fee information will be given when the advice is provided. This fee will be payable by the client by the 20th of the month after the policy is cancelled.

Fire and General Insurance

A plan development fee of \$300 + gst may be charged but will be rebated if you implement our recommendations. An adviser service fee is charged per annum based on the total premiums at renewal which are: Over \$25,000 is \$500 + gst, \$15,000 to \$25,000 is \$400 + gst, \$5,000 to \$15,000 is \$300 + gst and under \$5,000 is \$200 + gst. RIVAL Wealth Limited will charge a service fee of 10% of the client premium for time we have put into a renewal if a client decides to cancel or transfer insurance to another provider in the first month after your renewal date. A \$25 + gst endorsement fee when changes are made to the policy during the year.

Ongoing Servicing and Client Management

We will contact you annually and offer to review your situation to make sure your plan is still suitable for your situation and objectives. Because personal circumstances change over time, we offer this ongoing review service for no charge, so your insurances can be updated to suit you and your family.

KiwiSaver

No entry fee will be deducted from your initial investment. Where we do not receive a commission from a product provider, we will charge a fee. An advice service fee to a maximum of 0.25% of the average annual balance will be deducted directly from your KiwiSaver contribution as the financial advice service fee. This fee is passed on directly by the KiwiSaver provider to the adviser; specific fees will be advised to you when advice is provided.

Group Schemes

Service commission - A 20% fixed percentage of the ongoing premium, built into the cost of the insurance will be held for management of that business, claims assistance, service support and specialised advice for individual members as required.

Conflicts of Interest

Managing Conflict of Interest

To ensure our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our personalised recommendations are made on the basis of the client's goals and circumstances, as advised to us. RIVAL Wealth Financial Advisers complete regular training, including how to manage conflicts of interest. Each adviser has a regular compliance review of their advice process and our compliance programme is reviewed annually by our external Compliance Adviser.

Discretionary Investment Management Service (DIMS)

Commissions are rebated for all Discretionary DIMS portfolios.

KiwiSaver and Managed funds

RIVAL Wealth Limited and the financial adviser may receive commissions from the investment companies whose investments we can recommend. If you decide to invest based on our recommendation, the investment company may pay a commission to RIVAL Wealth Limited who provides your advice. The amount of the commission is based on the amount of funds invested. Specific commissions will be advised to you when advice is provided.

General, Life Insurance, Income Insurance and Health Insurance

RIVAL Wealth Limited receive commissions from the insurance companies whose policies we recommend. If you decide to take out insurance that we recommend, the insurer will pay a commission to RIVAL Wealth Limited who provides your advice. The amount of the commission is based on the amount of premium associated with your cover; specific commissions will be advised to you when advice is provided.

Non-cash additional rewards

Occasionally, benefits are received in the form of office supplies (e.g. notepads, pens etc), entertainment (e.g. rugby and concert tickets, golf days etc), or subsidised professional development (e.g. subsidised training courses etc).

Disputes and Complaints

If you are not satisfied with our financial advice service you can make us aware of this by emailing emma@rivalwealth.co.nz, or by calling 06 370 4441. You can also write to us at RIVAL Wealth, 2 Michael Street, P O Box 59, Masterton 5810

When we receive a complaint, we will use our internal review process as a first step:

- 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.
- We aim to find a solution to complaints within 10 working days of receiving them. If more time is needed, we will contact you.
- We will let you know by phone or email how we propose to resolve the matter.

If we cannot reach an agreement, you can contact; [The Insurance & Financial Services Ombudsman Scheme](#) (IFSO Scheme). This service will cost you nothing.

Postal address: P O Box 10-845 Wellington

Phone: 0800 888 202

Email: info@iombudsman.org.nz

Other Information & Duties

RIVAL Wealth Limited and anyone who gives financial advice on our behalf, has 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 fma.govt.nz.