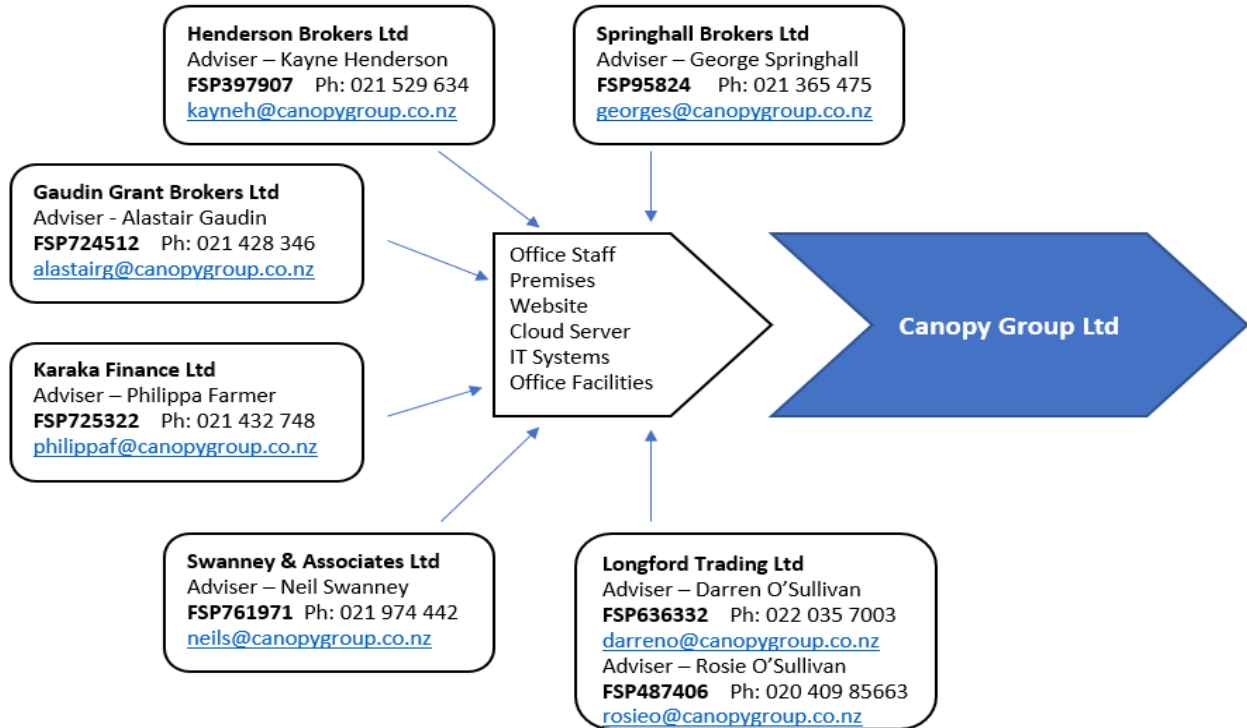


Canopy Group Disclosure Statement

Canopy Group Ltd is an Insurance and Mortgages Trading Company that provides common infrastructure for its Shareholders / Financial Advisers, as shown below:



All **Canopy Advisers** hold licenses issued by **The Financial Markets Authority** to provide financial advice.

Canopy advisers provide advice for the following services:

Life Insurance Products (*Life, Trauma, Mortgage & Income Protection and Total & Permanent Disability covers*)

- | | |
|----------------|-----------------|
| ➤ AIA Life | ➤ Cigna |
| ➤ AMP | ➤ Fidelity Life |
| ➤ Asteron Life | ➤ Partners Life |

(We do not provide advice on existing Whole of Life or Endowment products)

Medical Insurance

- | | |
|-----------------|----------------------------------|
| ❖ AIA Life | ❖ NIB |
| ❖ Accuro | ❖ Southern Cross Medical society |
| ❖ Partners Life | |

KiwiSaver (Advice on NZ based managed investment products NZX50, ASX200, Govt and corporate Bonds)

- Generate
- NZ Funds

Mortgages (Philippa Farmer only)

Bank Lenders

- ANZ
- ASB
- BNZ
- Westpac
- Co-Op Bank
- SBS Bank
- Sovereign

Non-Bank Lenders

- ASAP
- Avanti Finance
- Cressida Capital
- DBR Property Finance
- First Mortgage Trust
- Southern Cross Finance
- Bluestone
- Liberty Financial
- NZCU
- Pepper Money
- Resimac
- Select

Fees or Expenses

Canopy Group Ltd does not charge fees, expenses or any other amount for the financial advice provided to its clients.

Conflicts of Interest & Incentives

For life insurance and health insurance, the financial adviser receives commissions from the insurance companies on whose policies we give advice. If you decide to take out insurance, the insurer will pay a commission to your financial adviser. The amount of the commission is based on the amount of the premium.

For mortgages, Philippa Farmer receives commissions from the banks with whom we arrange mortgages. If you decide to take out the mortgage, the bank will pay a commission to your financial adviser. The amount of the commission is based on the amount of the mortgage. 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. Philippa undergoes annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance programme annually by a reputable compliance adviser.

Complaints Handling & Dispute Resolution

If you are not satisfied with our financial advice services, you can make a complaint by emailing admin@canopygroup.co.nz, or by calling: 09 580 0181. You can also write to us at: PO Box 132410, Sylvia Park, Auckland 1644. When we receive a complaint, we will consider it in accordance with 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 10 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 can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact the Insurance & Financial Services Ombudsman Scheme.

Insurance & Financial Services Ombudsman 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 Insurance & Financial Services Ombudsman Scheme by emailing info@isfo.nz or by calling 0800 888 202. You can also write to them at: P.O. Box 10-845, Wellington 6143.

Duties Information

Canopy Group Limited, 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)