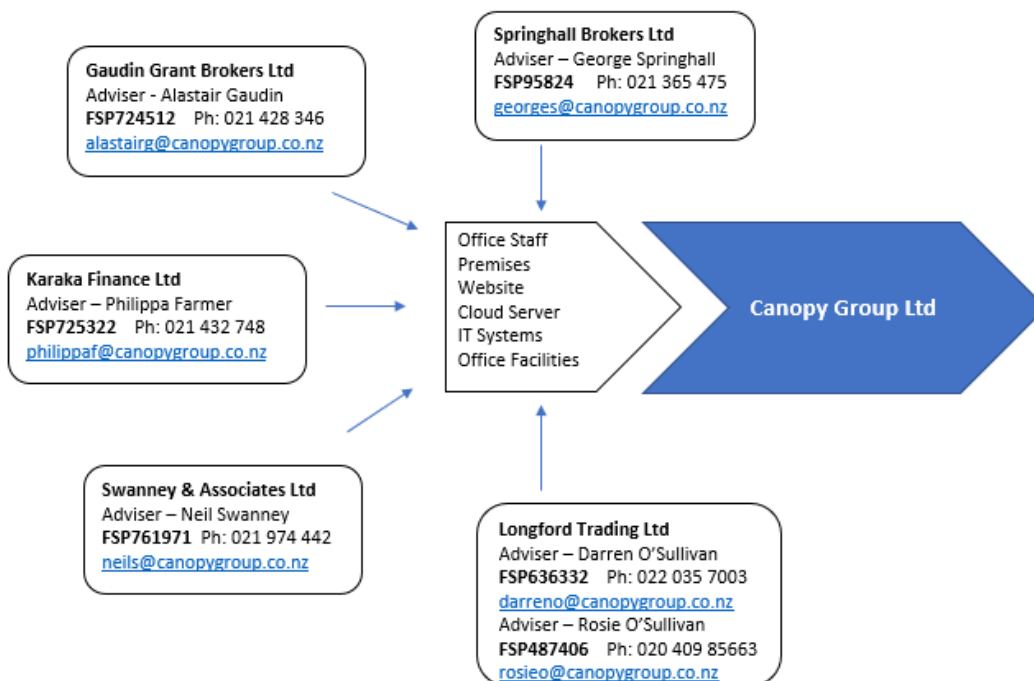


Canopy Group General Disclosure Statement

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



All **Canopy Advisers** hold individual licenses issued by **The Financial Markets Authority** to provide financial advice on behalf of their own respective Financial Advice Provider (FAP) entity. Canopy Group Limited does NOT hold any license as it is not providing advice to clients.

Canopy advisers provide advice for the following services:

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

- AIA
- Resolution Life
- Asteron Life
- Chubb
- Fidelity Life
- Partners Life

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

Medical Insurance

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

KiwiSaver

- Generate
- NZ Funds
- Booster

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 for Insurance, general KiwiSaver advice or standard bank finance. In certain cases a fee may be charged for non-standard lending services or if a loan is repaid or refinance within the first two years after settlement.

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 with whom your policy is placed will pay a commission to your financial adviser. The amount of the commission is based on the amount of the premium and is made up of an upfront payment as well as a smaller renewal or trail commission every year to assist with ongoing servicing costs. These rates will differ between providers and will be disclosed to you by the Canopy adviser at the time of application.

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.

For KiwiSaver, the financial adviser receives commissions from the KiwiSaver providers on whose policies we give general advice. If you decide to start a new KiwiSaver investment fund or transferring to another provider, the provider will pay a commission to your financial adviser. The commission payment is made up of a small upfront payment and an ongoing servicing commission payment. These rates will differ between providers and will be disclosed to you by the Canopy adviser at the time of application.

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 Financial Disputes Resolution Service.

Financial Disputes Resolution Service 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 Financial Disputes Resolution Service by emailing enquiries@fdrs.org.nz or by calling 0508 337 337. You can also write to them at: Freepost 231075, PO Box 2272, Wellington 6140

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)