



**MUTUAL  
SOLUTIONS**

INSURANCE AND MORTGAGE BROKERS

# DISCLOSURE STATEMENT

MUTUAL SOLUTIONS LIMITED  
FSP NUMBER: 729871

MUTUAL SOLUTIONS LIMITED IS A FINANCIAL ADVICE PROVIDER (FAP), LICENSED AND REGULATED BY THE FINANCIAL MARKETS AUTHORITY TO PROVIDE FINANCIAL ADVICE.

[WWW.MUTUALS.CO.NZ](http://WWW.MUTUALS.CO.NZ)

0800 67 55 55

Disclosure Statements are required to be provided under the Financial Services Legislation Amendment Act (FSLAA), which gives you information about me, My FAP License Holder and my services in detail.


# Who Are We

Mutual Solutions Limited is fully licensed by the Financial Markets Authority (FMA) to provide financial advice. We are a Team of qualified financial advisers advising our clients on Life insurance products, Home Loans, KiwiSavers, and Investment portfolios. Our registration details with the FMA are as follows:


**Financial Service Provider License Number: 729871**

Since opening our doors in Palmerston North in 2012, we've dedicated ourselves to being more than just financial advisers – we're your partners in navigating life's financial journey.

## Contact Details:

 0800 67 55 55

 [info@mutuals.co.nz](mailto:info@mutuals.co.nz)

 Address: Level 2, 26 Broadway Ave  
CBD, Palmerston North

**Please note** that this disclosure statement is designed to provide you with the information required by the Financial Markets Authority (FMA) specifically regarding the insurance and investment products that we advise on. Home Loans Disclosure guide will be sent separately.

# SERVICES



## Home Loans

We offer specialized mortgage and home loan advising services to help individuals and families in New Zealand secure the best financing options for their dream homes.

---



## Investment Property



## Life Insurances



## Medical Insurance

We specialize in providing comprehensive life, medical, and income protection insurance advising services. With a deep understanding of the financial and insurance industry, We offer personalized guidance to my clients.

---



## KiwiSaverScheme's



## Investment Portfolio's

We also offer valuable services in the realm of KiwiSaver and Investment Managed Funds. With my expertise, We assist individuals and families in making informed financial decisions to secure their future.

# **WE HAVE DUTIES AND OBLIGATIONS UNDER THE FINANCIAL MARKETS CONDUCT ACT 2013 RELATING TO THE WAY WE GIVE ADVICE. WE ARE REQUIRED TO:**

- 1** Ensure you understand the nature and scope of service you asked me to provide
- 2** Provide a service and advice that is relevant to the scope of service and suitable to your circumstances and needs.
- 3** Listen to your needs, concerns, and preferences and treat you fairly and with respect
- 4** Act with integrity, give priority to your interests, and give advice not influenced by my own interests.
- 5** Exercise care, diligence, and skill in providing you with advice.
- 6** Meet the necessary standards of competence, knowledge, and skill to provide you with the advice requested.
- 7** Ensure you understand my advice and recommendations and any associated risks.

**This is only a summary of the duties we have. More information is available by visiting the Financial Markets Authority website at**

**[HTTPS://WWW.FMA.GOVT.NZ/COMPLIANCE/ROLE/FINANCIAL-ADVICE-PROVIDER#DAPDUTIESI](https://www.fma.govt.nz/compliance/role/financial-advice-provider#dapduties)**

# You're in Good hands.

More and more New Zealanders are recognizing the benefit of using an insurance, Home Loan & Investment adviser's

WE WORK IN YOUR  
BEST INTERESTS



We work in partnership  
with insurers

WE'RE NOT AN INSURANCE  
COMPANY, NOR ARE WE  
OWNED BY ONE



Proudly owner operated



Hundreds of happy  
customers

#ADVISERSWORKFORYOU

# How We Get Paid

Fees and expenses: Mutual Solutions Limited does not normally charge any fees, expenses or any other amount for financial advice provided to its clients. You may be charged a fee if work done exceeds what was agreed in the scope of service. Whether a fee will be charged will be advised before the work is performed and more information will be available at that time. Mutual Solutions Limited may charge a fee for the financial advice provided to a client when a client cancels a life or health policy within two years of inception. These fees will be payable by the client by the 20th of the next month.

We are paid in the form of commission by the insurance and investment/KiwiSaver providers through which we do business. The amount of insurance commission is based on the premium you pay. Typically we receive an up-front commission of between 100% and 200% of the annual premium you pay and then an annual on-going commission between 5% - 20% of the annual premium you pay. More specific detail is provided at the time our advice is given.

Providing you with the table below showing commission rates and types by insurer.

<b>Insurer</b>	<b>Upfront%</b>	<b>Renewal%</b>
<b>AIA</b>	<b>200%</b>	<b>7.50%</b>
<b>Asteron Life</b>	<b>200%</b>	<b>5.00%</b>
<b>Fidelity Life</b>	<b>200%</b>	<b>7.00%</b>
<b>NIB</b>	<b>140%</b>	<b>5.00%</b>
<b>Cigna</b>	<b>230%</b>	<b>15.00%</b>
<b>Partners Life</b>	<b>200%</b>	<b>10.00%</b>

# One off Fee

We may charge you a one-off fee if the following occurs: When we don't receive a commission from the insurer and investment provider: If you request that We provide financial advice and We do not receive a commission from the insurer, We may charge you a one-off fee. Any such fee would be agreed upon and authorized by you in writing before We complete the services, and would be based on an estimate of the time spent providing the advice. This may arise in the rare event that you request that We provide financial advice in relation to either a product that is offered by an insurer that is not on our panel of approved insurers, or an insurance that is outside my usual arrangements with my approved insurers.

When We have to repay commission to the insurer: In the event that, in the 24 month period following the issuance of your insurance policy, your insurance policy is cancelled or the terms materially changed, and the insurer requires that We pay the applicable commission to them, We may charge you a

one-off fee. Any such fee would be no more than \$2,500 [plus GST, if any] and would be calculated based on a rate of \$250 [plus GST, if any] per hour of my time spent providing financial advice to you in connection with the applicable insurance. The fee We charge you will not exceed the amount of commission We have to repay to the insurer. You will be invoiced for any one-off fee and will be given 30 days to make payment.

# Privacy Policy

We will collect personal information about you in accordance with my Privacy Policy. We regard client confidentiality as of paramount importance. We will not disclose any confidential information obtained from or about you to any other person, except in accordance with my Privacy Policy. [Please read our privacy and Record Keeping Policy.](#)

## Conflict of Interest

To ensure that we prioritise your interests above our own, we follow an advice process that ensures our recommendations are based on your objectives, needs, and circumstances. We further manage possible conflicts of interest by:

1. Avoiding any production requirements for one product provider
2. Not accepting any gifts or incentives offered by product providers
3. Having access to a range of product providers
4. Using third-party product research as part of our analysis
5. Having our processes audited annually by a reputable compliance advisor

We are remunerated by commissions. Mutual Solutions Limited [Financial Advice Provider] may receive commissions from the managed investment scheme managers on whose products we provide financial advice or in which our clients invest, and insurance companies on whose policies we provide financial advice. The commissions are based on the amount of the sum invested, and insurance premiums paid. From time to time, We may receive incentives or rewards from insurers. For example, they may provide me with gifts, tickets to events, or other incentives. [Please read our Conflict of Interest Policy.](#)

## TALK TO US

0800 67 55 55

06 3590057

***info@mutuals.co.nz***



# Complaints & Disputes

If you are not satisfied with our service or financial advice, please tell us as soon as possible so that we can try and resolve this for you to the best of our ability. It is our intention to provide the best possible service we can for our clients and will do our best to try and resolve any complaint received as quickly as possible. You can make a complaint by calling (06) 359 0057 or emailing [upmeet@mutuals.co.nz](mailto:upmeet@mutuals.co.nz). You can also write to us at Level 2, 26 Broadway Avenue, Palmerston North 4410.

We will follow our internal complaints process:

We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.

If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.

We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint.

We will contact you by phone, email or letter to let you know whether we can resolve your complaint.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints scheme, you can contact our external disputes resolution scheme, Financial Service Complaints LTD. They provide a free and independent dispute resolution service that may help to investigate or resolve your complaint if we haven't been able to do so to your satisfaction.

## FSCL

Call: 0800 347 257

Email: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

Write to: FSCL, PO BOX 5967, Wellington 6145

EST 2012

# WHY US

HOME LOAN & INSURANCE ADVISE

 **4.9**

## Google Review Rating

[Satisfied Clients. Read Our Client Reviews](#)

---

## TALK TO US

0800 67 55 55

06 3590057

*[info@mutuals.co.nz](mailto:info@mutuals.co.nz)*



**MUTUAL  
SOLUTIONS**

INSURANCE AND MORTGAGE BROKERS