

The
Advice
Hub



Disclosure of Financial Advice Services

Last update: Tuesday, 8th February 2022



www.theadvicehub.co.nz



admin@tah.co.nz



0800 806 806

Our Contact Information

THE ADVISORY FIRM

Company Name: The Advice Hub Limited
Registration number: FSP568987
Trading name: The Advice Hub
A: 139 Great South Rd Greenlane Auckland
P: 0800-806-806 **E:** admin@tah.co.nz

FINANCIAL ADVISER

Name: Nikita (Nik) Trainin
Registration: FSP774513
Trading name: The Advice Hub
A: 139 Great South Rd Greenlane Auckland
M: 027-775-5335 **E:** nik@tah.co.nz



Limitations of our advice services

The Advice Hub Limited gives advice on;

- Personal Insurance
- Mortgages and Lending
- General Insurance
- Retirement Planning
- Kiwisaver & Investments

Nikita Trainin is approved to give personalised financial advice on;

- Retirement Planning
- Kiwisaver & Investments
- Personal Insurance

Nikita Trainin refers the following services to a specialist and is not insured or approved to give advice on:

- Mortgages and Lending
- General Insurance

Duties information

THE ADVICE HUB, and our financial advisers giving financial advice on our behalf all have duties under the Financial Markets Conduct Act 2013 relating to the way that advice is provided to insure the Best Possible Outcome.



Give priority to consumer interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests and we take that obligation very seriously.

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 high quality professional advice).

Meet industry standards of ethical behaviour, conduct, professional processes, as well as company-imposed best practice gold standard we expect for our advisory team.

This is only a summary of the duties and obligations that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>

The objective of good disclosure regulations is to provide consumers with clear information to help them make informed financial decisions. Our processes disclose this information within documents provided to you throughout the advice process, in this document, in the scope of engagement, and in your statement of advice report.

We take this opportunity to disclose anything 'material' that a reasonable client would expect to have or may be likely to influence their decision relating to the advice, the adviser, or the financial advice provider service.

We are required to put clients' interests before ours, and we take that obligation very seriously. We are also required to document to you the specific fees, commissions, any extra payments, or benefits that I have received, will, or may, receive.

We must tell you these things before we provide a service or, if that is not practicable, as soon as practicable after I provide that service. We always put this information clearly into the financial plan report and explain it to the clients' satisfaction, then we get client confirmation before proceeding.

Licensing Information

If you would like to check the status of the approved credentials of any advisory firm or any financial adviser go to <https://fsp-register.companiesoffice.govt.nz> then search their name or FSP number.

The Advisory Firm

The Advice Hub Limited (FSP568987) holds a licence issued by the Financial Markets Authority to provide financial advice.

Financial Adviser

The Advice Hub Limited (FSP568987) holds a licence issued by the Financial Markets Authority to provide financial advice. Nikita Trainin (FSP774513) is authorised by that licence to provide financial advice.

Nature and Scope of the advice

THE ADVICE HUB provides advice to our clients about their investments, mortgages, life insurance and health insurance. Our financial advisers provide financial advice in relation to KiwiSaver, managed funds, some direct equities and bonds, home mortgages, life insurance and health insurance.

Our financial advisors are required to recommend financial products from our Approved Product List which is updated by our internal research committee with the help of independent research tools. However, our advisers are also encouraged to compare your existing products with the best product on our Approved Product List.

Financial Advice FEES charged to our clients

<p>New Client Consultation Discussion</p> <p>Some consumers might like a free chat before booking a meeting with our team.</p>	<p>Free</p>
<p>Holistic Financial Adviser Meeting - Personal Profile (First Formal Meeting)</p> <p>Most consumers just book a first meeting to start the advice process. https://calendly.com/nik-trainin/holistic-financial-adviser-meeting</p>	<p>\$250 + GST</p>
<p>Financial Plan Report & Advice Meeting</p> <p>A Financial Plan Report Fee for the preparation of a written Financial Plan Report or Statement of Advice includes the costs of a time/meeting to explain the reports you request us to create; https://calendly.com/nik-trainin/financial-advice-meeting</p>	<p>Free</p>
<p>Plan A - Investment Reports</p> <p>Investment & Private Wealth Advice KiwiSaver Advice Retirement Advice</p>	<p>\$500 + GST \$250 + GST \$750 + GST</p>
<p>Plan B - Insurance Reports</p> <p>Insurance advice (your backup plan) Health Cover Advice Life Insurance Disability Insurance Income Protection or Mortgage & Living Costs Protection General Insurance</p>	<p>* NIL - cost recovered via insurance commissions.</p>



* The Advice Hub reserve the right to charge a fee for the financial advice provided to a client where a client cancels a life or health insurance policy within two years of inception to cover the cost of the advice where the commission paid is recalled by the insurance company. Whether a fee will be charged and the manner in which it will be charged will be advised when the advice is provided to the client. This fee will be payable by the client by the 20th of the month after the policy is cancelled.

Investment Product Commissions

Possible with Private Wealth & KiwiSaver Products

Product Type	Provider	Initial payment of the new investment	Monthly monitoring fee (% of total holdings of the client)
KiwiSaver	ANZ	NA	0.021%
	Generate	\$260	0.021%
	SuperLife	\$0	0.042%
	KiwiWrap	0.20%	0.063%
Portfolio Services	ANZ Platform	\$2,850	0.146%
	Consilium Platform	\$2,850	0.146%

Insurance product commissions

Insurance product commission is paid by the insurance company to The Advice Hub. The table below sets out the remuneration that our financial adviser could receive from product providers when we use their services.

Possible with Insurance Products

Product Type	Provider	Maximum initial payment based on new premium	Annual Trail (% based on the premium)
Life, Disability, TPD & Income Protection	AIA	0-200%	0-20%
	Cigna	0-200%	0-20%
	Fidelity	0-200%	0-20%
	Partners Life	0-200%	0-20%
Health Insurance	Accuro	0-35%	10%
	AIA Health	0-125%	10%
	Nib	0-125%	10%
	PartnersLife	0-125%	10%
General Insurance	Blanket	0-12%	0-12%

Conflicts of interest, incentives, relationships and associations

To ensure all our financial advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are totally focused on our client's documented goals and current situation.

Our financial advisers are required by law to:

place the interests of our clients before our own and only recommend researched high quality financial products that are suitable for you.

explain any perceived or potential conflicts of interest to each client when completing the advice process with that client.

not have prescribed quotas or other such arrangements that require a minimum proportion of sales be placed with a particular product provider.

UNIQUE DISCLOSURES

The Advisory Firm

The Advice Hub Limited (FSP568987) holds a licence issued by the Financial Markets Authority to provide financial advice.

Financial Adviser

Nikita Trainin is paid a share of commission based on business placed as disclosed in your advice report.

RELIABILITY HISTORY DISCLOSURES

The Advisory Firm

The Advice Hub Limited has not been subject to any other reliability events in the last 10 years.

Financial Adviser

Nikita Trainin not been subject to any other reliability events in the last 10 years.

Professional indemnity insurance

THE ADVICE HUB LTD carry professional indemnity insurance protecting our financial service work. Professional Indemnity insurance protects our advisory business services we offer to our clients. This insurance provides protection for each client up to **\$2,000,000** for the following:

Fair Trading Act 1986	Continuous Cover Clause
Defamation	Outgoing Principals, Partners,
Intellectual Property	Severability
Joint Venture Liability	Acquisitions
Dishonesty of Employees	Previous Subsidiaries
Loss of Documents	Run-Off Cover
Consultants	Automatic Reinstatement
Fiduciary Duty	Costs of Representation

Trusted Advice

Our clients can trust the financial advice provided by The Advice Hub because we manage all conflicts of interest in the following ways;

- Researching all financial products available in New Zealand
- Not having production requirements for any company
- By using paid independent research
- Following the internationally recognised '6-step Advice Process'
- Disclosing any perceived or potential conflicts of interest to each client
- Maintaining a gift register
- Disclosing any referral fees before referrals are made to each client

What should a consumer or client do if something goes wrong?

COMPLAINTS HANDLING AND DISPUTE RESOLUTION

If you have a problem, concern, or complaint about any part of our service,

Firstly, please go directly to your financial adviser or team member. Tell them the issue and see if they can sort it to a result you are happy with quickly and directly. They are trained and required to document the issue and report it to our internal complaints team.

Secondly, if you are not completely satisfied with the result or remedy from your financial adviser and feel like you would like to escalate this issue to our internal complaints team please contact us;

Contact Name THE ADVISORY FIRM

E: feedback@tah.co.nz

A: Feedback Team, The Advice Hub,
139 Great South Rd, Greenlane,
Auckland, 1061

P: 0800-806-806

E: admin@tah.co.nz

We will contact you by phone or email to acknowledge and try to completely understand the issues so we can best resolve them quickly.

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 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 will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

Last resort, if we cannot agree on how to fix the issue within a timeframe acceptable to you, or if you decide not to use our internal complaints team, you can contact the Financial Services Complaints Limited (FSCL). This service will cost you nothing, and they will help us resolve any disagreements.

A: P.O. Box 5967, Lambton Quay,
139 Great South Rd, Greenlane,
Wellington, 6145

P: 0800-806-806

E: info@fscl.org.nz

Declaration

I, Nikita Trainin, 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 Markets Conduct Act 2013.