

## Important Information About Us

UProtectNZ Insurance Services Limited (FSP722974, trading as UProtectNZ Insurance Services) is a Licensed Financial Advice Provider operating under a licence issued by the Financial Markets Authority to provide financial advice services. UProtectNZ Insurance Services Limited has one financial adviser operating under the umbrella of the company: Theodore (Theo) Simeonidis. Cristina Simeonidis provides administration support services.

**Name of Financial Advice Provider (FAP): UProtectNZ Insurance Services Limited**

Address: 391 Millwater Parkway, Millwater, Silverdale, Auckland  
Trading name: UProtectNZ Insurance Services Limited  
Financial Services Provider number: FSP722974  
Email addresses: [theo@uprotectnz.com](mailto:theo@uprotectnz.com)  
Website: [www.uprotectnz.com](http://www.uprotectnz.com)

## Areas on which we can provide advice

The following are the areas of personal, business or group risk and insurance advice that we can provide:

**Personal risk insurance needs relating to and arising from:**

- Untimely death (Life insurance)
- Suffering specified serious illness or disabilities (Trauma insurance)
- Suffering a permanent disability (Permanent disability insurance)
- Loss of income through sickness or disability (Income Protection insurance)
- Needing timely hospital or specialist treatment (Health insurance)

**Business risk insurance needs relating to and arising from:**

- The loss of a key person through death or disability.
- Retirement of business debt and other liabilities caused by death or disability.
- Succession, partnership and share purchase needs caused by death or disability.

## We source insurance products from the following life insurance companies:

- AIA
- Partners Life
- Fidelity Life
- Asteron Life
- Southern Cross (Health Insurance)
- Nib (Health Insurance)

## Our advice process

We follow an internationally recognized six-step advice process which involves:

- Establishing the areas of advice for the current engagement (Scope of Service and Engagement).
- Questioning and discussion about your needs and objectives (Fact Find and Needs Analysis).
- Further analysis and research by in designing a solution to match your needs.
- Preparing a written report for you (Statement of Advice), which provides recommendations and a clear explanation of the rationale for those recommendations.
- Presenting these recommendations to you and implementing any agreed solutions.
- Reviewing these solutions and strategies on a regular basis

In providing you with financial advice we will take into account existing personal insurances. We will not provide advice on existing whole of life or endowment investment products so you will need to consult an investment specialist for advice on those products.

## Our qualifications and experience

Theo holds the New Zealand Certificate in Financial Services (Level 5) and has been providing financial advice for personal risk insurance since 2012. He is product knowledge-accredited by all providers he uses. Cristina has previously been a financial adviser and voluntarily deregistered in order to concentrate on providing comprehensive administration services and support for UProtectNZ and its growing client base. Theo undertakes regular and ongoing professional development to maintain and improve his product knowledge and competence. More information is available on our web site at: <https://www.uprotectnz.com/financial-advisers/>.

## Our Duties and Obligations to You

This Financial Advice Provider (FAP) and any person giving advice on the FAP's behalf (Theo Simeonidis) is bound by the duties and obligations under the Financial Markets Conduct (Regulated Financial Disclosure) Amendment Regulations 2020, relating to the way that we give advice.

We are required to:

- meet the standards of competence, knowledge and skill set out 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).
- act with integrity and give priority to your interests.
- exercise care, diligence, and skill in providing you with advice.
- meet the standards of ethical behaviour, conduct, and client care set out 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 and obligations that we are required to meet. More information is available by contacting us, or by visiting the Financial Markets Authority web site at: <https://www.fma.govt.nz/>.

## How we get paid

UProtectNZ Insurance Services Limited does not charge fees, expenses or any other amount for the financial advice provided to you. UProtectNZ Insurance Services is paid in the form of commission by the insurance provider through which we place business. This is paid to UProtectNZ Insurance Services Limited. The amount of commission is based on the amount of premium you pay. Typically, we all receive an upfront commission and then an annual ongoing commission for providing continuing service in undertaking annual reviews for our clients, managing claims or at any other times when there have been material changes in the client's situation requiring a review. More specific detail is provided at the time our advice is given.

## Other costs

UProtectNZ Insurance Services **may** charge a fee where a client cancels a life or health insurance policy within two years of inception. 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 20<sup>th</sup> of the month after the policy is cancelled.

## Conflicts of Interest

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

- Avoiding any production incentives offered by product providers.
- Maintaining access to a range of product providers.
- Using third party product research as part of our analysis.
- Having our processes audited annually by a reputable compliance adviser.

Occasionally, product providers may host adviser conferences or professional development seminars/courses which are an important component of our advisers' continued professional development.

## Complaints Handling and Dispute Resolution

If you are not satisfied with our financial advice service you can make a complaint to us in the first instance, either by email ([theo@uprotectnz.com](mailto:theo@uprotectnz.com) or [cristina@uprotectnz.com](mailto:cristina@uprotectnz.com) (Administration Support)), or by calling 09 528 8724. You can also write to us at 391 Millwater Parkway, Silverdale 0932.

When we receive a complaint, we will consider it by following 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 with 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, you can contact the Insurance & Financial Services Ombudsman Dispute Resolution Scheme.

**Insurance & Financial Services Ombudsman Dispute Resolution Scheme.** The Insurance & Financial Services Ombudsman 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  
PO Box 10-845, Wellington 6143  
Telephone: 0800 888 202 or (04) 499 7612  
Fax: (04) 499 7614 Email: [info@ifso.nz](mailto:info@ifso.nz)  
<https://www.ifso.nz/>  
<https://www.ifso.nz/make-a-complaint>

## Contact Details

Name of financial adviser:	Theodore (Theo) Simeonidis
Address:	391 Millwater Parkway, Millwater, Silverdale, Auckland
Trading name:	UProtectNZ Insurance Services Limited
Mobile Number:	027 248 9320
Email address:	<a href="mailto:theo@uprotectnz.com">theo@uprotectnz.com</a>
Registration number:	FSP199485
Administration Support:	Cristina Simeonidis
Address:	391 Millwater Parkway, Millwater, Silverdale, Auckland
Trading name:	UProtectNZ Insurance Services Limited
Mobile Number:	021 868 280
Email address:	<a href="mailto:cristina@uprotectnz.com">cristina@uprotectnz.com</a>

## Your Financial Adviser: Theo Simeonidis

### Important information about me, and how I work

My name is Theodore (Theo) Simeonidis. I provide advice on behalf of my company, UProtectNZ Insurance Services Limited, which is a Financial Advice Provider operating under licence issued by the Financial Markets Authority.



### My contact details

Name of financial adviser:	Theo Simeonidis
Address:	391 Millwater Parkway, Millwater, Silverdale, Auckland
Trading name:	UProtectNZ Insurance Services Limited
Mobile Number:	027 248 9320
Email address:	<a href="mailto:theo@uprotectnz.com">theo@uprotectnz.com</a>
FSP Registration number:	FSP199485

### My qualifications

New Zealand Certificate in Financial Services (Level 5), Life and Health Insurance  
Master of Public Policy (Victoria University of Wellington)  
Fellow, New Zealand Institute of Management

### Experience

I have been providing financial advice to my clients on life and health insurance products and services since 2012. I have made it a priority to stay well informed in relation to the various products and services offered by the service providers with which UProtectNZ Insurance Services has agencies. This involves being product-accredited by all the providers I use, as well as undertaking regular professional development to maintain and improve my product and services knowledge and competence. More information regarding my background and experience is available at: <https://www.uprotectnz.com/financial-advisers/>.

### Areas on which I can provide advice

The following are the areas of personal, business or group risk and insurance products and services on which I can provide advice:

#### Personal risk insurance needs relating to and arising from:

- |   |                                  |
|---|----------------------------------|
| • Untimely death                                      | (Life insurance)                 |
| • Suffering specified serious illness or disabilities | (Trauma insurance)               |
| • Suffering a permanent disability                    | (Permanent disability insurance) |
| • Loss of income through sickness or disability       | (Income protection insurance)    |
| • Needing timely hospital or specialist treatment     | (Health insurance)               |

#### Business risk insurance needs relating to and arising from:

- The loss of a key person through death or disability.
- Retirement of business debt and other liabilities caused by death or disability.
- Succession, partnership and share purchase needs caused by death or disability.

### I may source insurance products from the following insurance companies:

- AIA (Life and Health Insurance)
- Asteron Life (Life Insurance)
- Fidelity Life (Life Insurance)
- Partners Life (Life and Health Insurance)
- Nib (Health Insurance)
- Southern Cross (Health Insurance)

## My advice process

I follow an internationally recognized six-step advice process which involves:

- Establishing the areas of advice for the current engagement (Scope of Service and Engagement).
- Questioning and discussion about your needs and objectives (Fact Find and Needs Analysis).
- Further analysis and research by me in order to design a solution to match your needs.
- Preparing a written report for you (Statement of Advice), which provides recommendations and a clear explanation of the rationale for those recommendations..
- Presenting these recommendations to you and implementing any agreed solutions.
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These steps are explained more fully on our web site at: <https://www.uproctnznz.com/what-does-an-insurance-advisor-do/>.

In providing you with financial advice I will take into account existing personal insurances such as Life, Trauma, Permanent Disability, Income Protection and Health. I will not provide advice on existing whole of life or endowment investment products so you will need to consult an investment specialist for advice on those products.

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- Act with integrity and give priority to your interests.
- Exercise care, diligence, and skill in providing you with advice.
- Meet the standards of ethical behaviour, conduct, and client care set out 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).
- Listen to your needs, concerns and preferences, treat you fairly and with respect.
- Provide service and advice that is relevant to the scope of service and is suitable for your circumstances and needs.
- Ensure that you understand the nature and the scope of the service you ask me to provide.
- Ensure you understand my advice and recommendations, and any associated risks.
- Keep you informed during the advice process and beyond, through communicating in a timely, clear and effective manner.

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 web site at: <https://www.fma.govt.nz/>.

## How I get paid

I do not charge fees, expenses or any other amount for the financial advice I provide to you. I am paid in the form of commission by the insurance provider through which I place business. This is paid to UProtectNZ Insurance Services Limited. The amount of commission is based on the amount of premium you pay. Typically, we all receive an upfront commission and then an annual ongoing commission for providing continuing service in undertaking annual reviews for our clients, managing claims, or at any other times when there have been material changes in the client's situation requiring a review. More specific detail is provided at the time our advice is given.

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## Complaints Handling and Dispute Resolution

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When I receive a complaint I will consider it under the terms of our internal complaints process:

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- I aim to resolve complaints with 10 working days of receiving them. If I can't, I will contact you within that time to let you know I need more time to consider your complaint.
- I will contact you by phone or email to let you know whether I can resolve your complaint and how I propose to do so.

If I cannot resolve your complaint, you can contact the Insurance & Financial Services Ombudsman Dispute Resolution Scheme.

**Insurance & Financial Services Ombudsman Dispute Resolution Scheme.** The Insurance & Financial Services Ombudsman 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  
PO Box 10-845, Wellington 6143  
Telephone: 0800 888 202 or (04) 499 7612  
Fax: (04) 499 7614 Email: [info@ifso.nz](mailto:info@ifso.nz)  
<https://www.ifso.nz/>  
<https://www.ifso.nz/make-a-complaint>