

#70

COMPLETE

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Q1 Overall, do you agree or disagree with [standard 1] and proposed commentary? **Agree**

Q2 Please provide any comments on [standard 1] and the proposed commentary. **Respondent skipped this question**

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Q3 Overall, do you agree or disagree with [standard 2] and proposed commentary? **Agree**

Q4 Please provide any comments on [standard 2] and the proposed commentary. **Respondent skipped this question**

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Q5 Overall, do you agree or disagree with [standard 3] and proposed commentary? **Agree**

Q6 Please provide any comments on [standard 3] and the proposed commentary.

if commission isa conflict of interest then i hope that all people selling insurance will also have to disclose this. a bank employee must disclose salary and bonus' and also the commission earned by the bank for selling the product. also that they may only sell one providers product so they cant choose for the client.

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Q7 Overall, do you agree or disagree with [standard 4] and proposed commentary? **Agree**

Q8 Please provide any comments on [standard 4] and the proposed commentary.

replacment business is a real problem especially when you as an adviser knows they cleint has the best polciy to meet their needs but they change to an inferior product and they have not been advised where the new product falls short. this happens very often with banks when they tell their mortgage clients to change their insurasnce to get a better rae on their mortgage. this type of selling should not be a,llowed as is disadvantages the client

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Q9 Overall, do you agree or disagree with [standard 5] and proposed commentary? **Agree**

Q10 Please provide any comments on [standard 5] and the proposed commentary. **Respondent skipped this question**

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Q11 Overall, do you agree or disagree with [standard 6] and proposed commentary? **Agree**

Q12 Please provide any comments on [standard 6] and the proposed commentary. **Respondent skipped this question**

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Q13 Overall, do you agree or disagree with [standard 7] and proposed commentary? **Agree**

Q14 Please provide any comments on [standard 7] and the proposed commentary. **Respondent skipped this question**

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Q15 Overall, do you agree or disagree with [standard 8] and proposed commentary? **Agree**

Q16 Please provide any comments on [standard 8] and the proposed commentary. **Respondent skipped this question**

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Q17 Overall, do you agree or disagree with [standard 9] and proposed commentary? **Agree**

Q18 Please provide any comments on [standard 9] and the proposed commentary.

i think that whatever products that are being advised on must be fully understood by the adviser. the only way to ensure this is to have the product providers issue competency certificates for each of the products be advised on. e.g. Partners Life Life Insurance, Trauma Insurance, Health etc. then the same for the next company. just attending company roadshows do not mean the advisers have a good knowledge of the product.

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Q19 Overall, do you agree or disagree with [standard 10] and proposed commentary? **Agree**

Q20 Please provide any comments on [standard 10] and the proposed commentary.

this also means you must know the products you are recommending. product providers must ensure that the advisers recommending their products are knowledgeable on those products.

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Q21 Overall, do you agree or disagree with [standard 11] and proposed commentary? **Disagree**

Q22 Please provide any comments on [standard 11] and the proposed commentary.

all those giving advice should have a full qualification. we want professionalism in the industry then dont let some opt out of being professional. why should a person who has in house training be allowed to give the same advice as someone who is level 5 qualified. it doesnt make sense.

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Q23 Overall, do you agree or disagree with [standard 12] and proposed commentary? **Disagree**

Q24 Please provide any comments on [standard 12] and the proposed commentary. **Respondent skipped this question**

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Q25 Is there anything missing from the draft Code? **Yes**

Q26 If you answered yes, what is missing?

a level 5 qualified adviser should be able to give simple kiwisaver advice without the need to have a full investment strand completed. most of the clients i see do not wish to invest money outside kiwisaver but they have received no advice on funds and how they work. how contributions work. their tax obligations. i can give them advice on this as i have training from the providers. it is needed to complete an investment strand to advise on kiwisaver then i wouldnt and my clients and many many other consumers will be worse off.

Q27 Do you have any feedback on the examples, or suggestions on other examples that should be included in the draft Code?

i dont think that just because you belong to a large company (like a bank) that you shouldnt be qualified. you are giving the same advice. you are protecting the same people. why shouldnt you be equally qualified. there should be one rule for all. if level 5 qualified advisers need to disclose their income from the sale then a salary earner must do the same. also the commission earned by the sale for the company. you cant have one rule for one and one for another,

Q28 Is there anything else you want to say?

what is the driving force behind the regulation? to stop poor advice? to educate the public? to have more people insured?
how many complaints are upheld from insurance advisers compared to the number of policies in force? is all this expense worth the
outcome? will the complaints stop? i doubt it.

disclosing of income isnt going to help the consumer or the adviser. being competent and knowledgeable about the products will.
keeping the process simple will. making it more complicated wont.

education is good. knowledge is good. training is good. these things help the consumer.

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Q29 Name

Andrew Smith

Q30 Your role or professional title

Insurance Adviser

Q31 Individual or organisational submission

**This is an individual submission and not on behalf of
an organisation**

Q32 If you give financial advice...

**I am a
RFA**

Q33 My organisation or I give the following types of
advice...

**Fire and general
insurance** ,

**Life and/or health
insurance** ,

Other (please
specify):

KiwiSaver

Q34 Organisation Name

Rely Linlimited

Q35 Type of organisation

Independent adviser,

Other (please
specify):

I thought we couldnt be called Independent because we
receive a commission for making a sale.

Q36 Size of organisation

Small firm (1-10 staff)

Q37 If there are other things we should know about you or your business that would provide context to your answers, please provide details below.

i worked hard for 10+ years in this business. Now i dont go hunting new clients but maintain my existing clients. that means that my income is reduced but im ok with that. so adding more and more costs to be an adviser may mean that i leave the industry and that means the consumer will be poorer for it.

Q38 Please indicate whether your submission contains any information that is confidential or whether you do not wish your name or any other personal information to be included in a summary of submissions.

Respondent skipped this question

Q39 Please provide your contact details (email and/or phone number) This is the only question that requires an answer. This information would not be released publicly. We may get in touch with you in order to help us understand particular points from your submission.

s 9(2)(a)

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