



# DISCLOSURE

THE INFORMATION PROVIDED IN THIS DISCLOSURE DOCUMENT IS IMPORTANT

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# WHO WE ARE ?



Total Assurance is an independent Financial Advice Provider and our Adviser deals with the insurance companies directly to get our customers the best services. We compare the policies from different leading insurers and identify the right one for your requirements. Our long year of experience enables us to identify the ways to reduce your premiums without compromising the benefits you get. We can provide you and your family with quality insurance for your personal, business and financial needs. Our knowledgeable agents can help you find affordable personal risk and protection insurance tailored to your needs.

Shiju Rajappan, the founder of Total Assurance, has been a Financial Adviser and actively engaged in risk management advice since 2013. He has a Graduate Diploma in Business Studies, and he is a Financial Adviser. He has always been appreciated for his communication skills, providing the high quality of expertise and service to his clients. For the last 5 years he has been efficiently building his client base. He enjoys building strong relationships with his clients and is successful in arranging all types of personal risk protection insurances. Shiju sits with you to understand your needs and explains all the details thoroughly and then provide you with the best-suited advice and plans. He understands your busy life, and he makes himself flexible and available out of office hours. He enjoys helping his clients during insurance claims giving them reassurance and peace of mind.



*Shiju Rajappan*

## CONTACT DETAILS

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# LICENCE STATUS

VSR Marketing Limited (FSP597269, trading as Total Assurance) holds a licence issued by the Financial Markets Authority (FMA) to provide financial advice.

FSP NUMBER:

**FSP597269**

TRADING NAME:

**TOTAL ASSURANCE**

FINANCIAL ADVICE PROVIDER:

**VSR MARKETING LIMITED**

# NATURE & SCOPE

TOTAL ASSURANCE PROVIDES ADVICE TO OUR CLIENTS ABOUT THEIR MORTGAGES, LIFE AND HEALTH INSURANCES.

**\*\*More information is available from our advisers.\*\***

WE PROVIDE FINANCIAL ADVICE ABOUT PRODUCTS FROM A LARGE RANGE OF PROVIDERS

## SERVICE PROVIDERS



Any financial advice provided on our behalf will take account only of the information you have given us about your particular needs, financial situation or goals.

**NO FEES, EXPENSES OR OTHER AMOUNTS PAYABLE FOR OUR FINANCIAL ADVICE**

We do not charge any fees, expenses or any other amounts for financial advice given to you. If the financial adviser recommend any insurance policies for you, you will be informed of the costs of the policies

# [ HOW I AM PAID FOR MY ADVICE ]

Most of the time, our services are completely free. That's because instead of being paid by you, we receive revenue from our product suppliers like banks and insurers. The commission received for implementing an insurance policy / home loan pays for our undertaking research and analysis of information provided by you to ensure we select the most suitable products for you. The commission we receive also covers the cost of my administration team who assist me to make the entire advice process efficient and stress free for you.

## Insurance Commissions

The commission we receive is between 50% and 100% of the first year's premiums of your policy. The amount depends on which insurance company and which insurance products you choose. I also receive a commission of between 3% and 20% of the premium for each year the policy remains in force.

In addition, Total Assurance receives bonus commission of between 0% and 130% of the first year's premiums of your policy, depending upon which insurance company and which products you choose.

## Mortgage Commissions

The commissions we receive are between 0.55% and 0.85% of the loan value of the mortgage. The amount will depend upon the bank and the type of mortgage that you choose. We may also receive a commission of between 0% and 0.2% of the remaining mortgage balance each year.

# [ CONFLICTS OF INTEREST AND COMMISSIONS OR OTHER INCENTIVE ]

For life and health insurance, VSR Marketing Limited and the financial adviser receive commissions from the insurance companies on whose products we give advice. If you decide to take out insurance, the insurer will pay a commission to VSR Marketing Limited and your financial adviser. The amount of the commission is based on the amount of the premium.

For mortgages, VSR Marketing Limited and the financial adviser receive 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 interest above their own, we follow an advice process that ensures our recommendations are made on the basis of the client's goals and circumstances. All our financial advisers undergo 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 consultancy firm.

# [ INTERNAL COMPLAINTS PROCESS ]

If you have a problem, concern, or complaint about any part of the financial advice you have received from us, you may contact us using any of the following means:

- **in writing** : Complaints Officer, Total Assurance, 61 Coleraine Drive, Hamilton
- **by telephone** : +64 275 569 170
- **by email** : [chris@totalassurance.co.nz](mailto:chris@totalassurance.co.nz)
- **compliance manager** : Chris Richards
- **completing the online complaints form**: <https://totalassurance.co.nz/internal-complaint/>

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When we receive a complaint, we will consider it 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 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

# [ DISPUTE RESOLUTION PROCESS ]

If our internal complaints process does not resolve your complaint to your satisfaction, you can contact our external independent dispute resolution scheme. This service is free and may help investigate or resolve the complaint.

We are a member of the Financial Services Complaints Limited's approved dispute resolution scheme. You can contact the Financial Services Complaints Limited at:

## **FINANCIAL SERVICES COMPLAINTS LIMITED**

Level 4, Sybase House, 101 Lambton Quay, Wellington 6011

Telephone : **0800 347 257** (freephone if within New Zealand) or  
**+64 4 472 3725** (if calling outside New Zealand)

Postal : **P O Box 5967, Wellington 6140**

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

Website : **<https://www.fscl.org.nz/>**

# PRIVACY AND YOUR PERSONAL INFORMATION

We collect the personal information we need to provide you with financial advice and to meet our legal obligations. Most of this information is provided directly by you, and by giving it to us you agree that we may collect, hold and use it for these purposes.

Sometimes we may need to collect information about you from other sources, such as product providers, public records, or other advisers involved in your financial affairs.

When this happens, the Privacy Act 2020 requires us to take reasonable steps to let you know what information we have collected, why we need it, how we will use it, and who it may be shared with.

We only collect information that is necessary for providing advice or meeting our regulatory requirements. You can ask to access or correct your information at any time by contacting us.

When this occurs, we will tell you:

that we have collected information about you  
the purpose for collecting it  
who the intended recipients are  
the name and address of the agency collecting and holding the information  
whether the collection is required or authorised by law  
your right to access and correct your information.

We will provide this notification as soon as reasonably practicable after the information is collected, unless an exception under the Privacy Act applies.

## OUR DUTIES

Total Assurance, 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)

- 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)
- Meet standards of ethical behaviour, conduct and client care set 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 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 Code of Conduct standards can be read here:

<https://www.fma.govt.nz/assets/assets/code-of-professional-conduct-for-financial-advice-services.pdf>

