

# How We Work (Disclosure Document)

## Important information about us

Sydcam Limited, trading as Protection Solutions, is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice. Our Financial Services Provider (FSP) number is FSP644339.

You can contact us at:

Address: 29 Ganges Road Khandallah, PO Box 29023, Wellington  
Phones: 04 976 1099  
Email: [wellingtonoffice@protectionsolutions.co.nz](mailto:wellingtonoffice@protectionsolutions.co.nz)

Website: [www.protectionsolutions.co.nz](http://www.protectionsolutions.co.nz)

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## Areas we can provide you with financial advice

### We offer the following advice:

### We offer the following insurance products:

### Savings and investment products:

+ Financial advice	+ Life cover	+ KiwiSaver
+ Insurance advice	+ Accidental death cover	+ Superannuation
+ KiwiSaver	+ Disability income protection	+ Investment Planning
+ Retirement planning	+ Trauma	
	+ Business overheads cover	
	+ Living insurance	
	+ Mortgage protection Insurance	
	+ Key person protection insurance	
	+ Medical insurance	

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## We have our preferred referral partners:

- + Fire & general insurances:
  - GYB Insurance Brokers Limited
  - Affiliated Insurance Brokers
  - Thorner General Insurances
  - Pine financial
  - Plus4 Steve Tarpley
  
- + Wills and legal services

## KiwiSaver services:

We can also provide information and application assistance only on KiwiSaver including:

- Using KiwiSaver for first home loans
- Starting or transferring a KiwiSaver account

## We can source products from the following companies:

### We have agreements for the sale of products issued by these providers:

For Life Risk Insurances:	For KiwiSaver:
+ AIA New Zealand	+ Booster
+ AMP Life Limited	+ Generate Limited
+ Asteron Life Limited	+ NZ Funds Management
+ Fidelity Life	+ Summer
+ Cigna Life	
+ Partners Life Ltd	
+ nib (NZ) Ltd	
+ Southern Cross Healthcare	
+ Accuro Health Insurance	
+ Unimed	

At Protection Solutions our contractual relationships with these companies do NOT require us to place business with any of them.

## Our advisers

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Not all of our advisers can advise on all of these product areas or needs. Please refer to our separate individual Disclosure Documents on our [website](#) to see who can advise on which area. Our advisers are:

- + Grant Uridge
- + Thurl Gibbs
- + Des Morgan

You can meet the team [here](#).

### Complaints and disputes process

Even with the best of intentions, complaints sometimes arise. At Protection Solutions we are committed to ensuring that all client complaints are handled and resolved in a professional, fair and timely manner in accordance with our Client Complaints Policy and associated procedures. If you are not satisfied with our financial advice services, you can make a complaint by contacting us.

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints process, you can contact the Financial Dispute Resolution Service (FDRS), they are an approved dispute resolution scheme who provide a free, independent dispute resolution service that may help investigate or resolve your complaint.

Contact the Financial Disputes Resolution Service at:

P: 0508 337 337

A: 142 Lambton Quay Wellington, City, Wellington 6011

E: [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)

### Obligations to you:

As a Financial Advice Provider, we must comply with the Code of Professional Conduct. At Protection Solutions we have other obligations under the [Financial Services Legislation Amendment Act 2019](#) including regulations made under that Act and under the general law. This is only a summary of the duties that we have. More information is available by visiting the Financial Markets Authority website at: [www.fma.govt.nz/compliance/role/financial-advice-provider/#dapDuties](http://www.fma.govt.nz/compliance/role/financial-advice-provider/#dapDuties).

At Protection Solutions we strive to provide the best advice possible that suits your unique situation and circumstance. In order to provide you with the best service possible we request that you kindly provide us with relevant and correct information when needed. If you are ever unsure as to why we need specific information, please don't hesitate to ask.

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## How we get paid for the services we provide

We are required to tell you the specific fees, commissions, extra payments, and other benefits that we have received or will, or may, receive in relation to the services that we provide to you. We get paid a salary, company vehicle and dividends as shareholder employees of Sydcam Ltd.

**Commission for insurance products:** Typically for insurance work, we are remunerated by way of commissions received directly from product providers (example below).

Type:	Typical Range:
Upfront Commission	50-230% first year's premium
Ongoing Commission	10-15% subsequent year's premium
Dealer group arrangements' commission	0-30% first year's premium

We also receive commission for KiwiSaver/ retirement and investment products placed with product providers. This may include both upfront and ongoing remuneration.

**Non-monetary benefits (soft dollar disclosure):** From time to time, Protection Solutions may receive certain non-monetary benefits from product providers. This could include gratuities such as a bottle of wine at Christmas time, a free calendar, pen or book, the occasional luncheon, drinks after a briefing session, invitations to sporting events, subsidised professional development, discounted training courses or office supplies, etc.

## Insurance review – costs

**Life risk insurance services – fees and charges:** Your first meeting is free. If you purchase an insurance product through us and cancel it within 24 months and the product provider requires us to payback the commission we received, then we reserve the right to charge you a cancellation fee equivalent to a reasonable value of the work we have performed in providing that advice.

**How we calculate any cancellation fee amount will be advised at the time our advice is provided to you.**

**KiwiSaver:** We receive a small one-off payment when you start your plan as well as a small annual commission based on the funds in your account. Again, we will advise these commissions at the time service is provided to you.

If we arrange ACC CoverPlus Extra for you, we will charge \$200.00 inclusive of GST for this service. This will be waived in the event of any other business being placed through us.

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## Conflicts 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:

- + Choosing product providers based on your needs and not on the commission we may receive.
- + Avoiding any production requirements for one product provider.
- + Having access to a range of product providers.
- + Using third party product research as part of our analysis.

## How are we regulated by the Government?

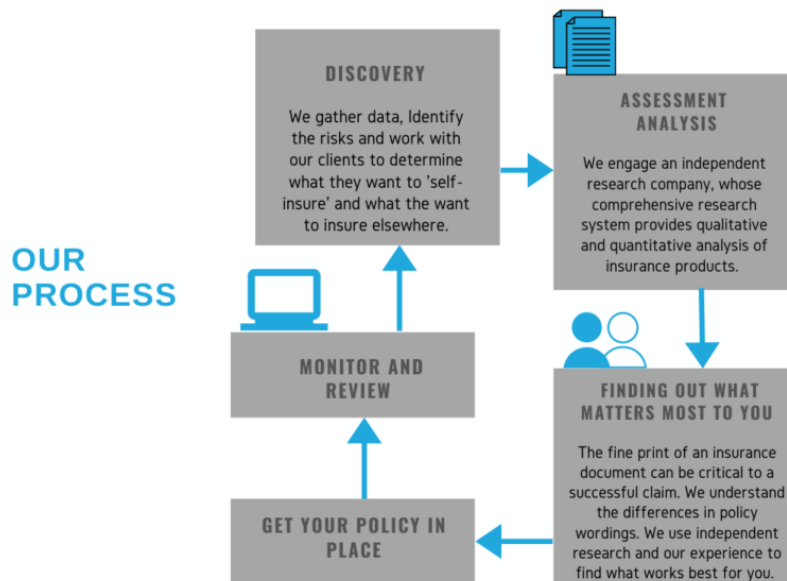
Protection Solutions is a registered financial services provider, if you would like to check please follow this link <http://www.fspr.govt.nz>. The Financial Markets Authority authorises and regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

## How we work

### We use a simple three step process:

- + We agree exactly what service you want and identify your insurance requirements,
- + We prepare an insurance plan or product options to meet your needs.
- + We agree on implementation and other actions to ensure your insurance works at claim time.

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## Insurance Reviews

If you already have an insurance program in place, we offer a review service to ensure the products will meet your current needs and circumstances.

## About Protection Solutions

In 2010, Grant Uridge joined Plus4 to provide his clients with the collective benefits of belonging to a national insurance adviser and broking group. In 2019 Thurl Gibbs joined Grant Uridge to become a member of the Plus4 group.

In 2020 Plus4 Protection Solutions rebranded to **Protection Solutions**; and continue to utilise the services of The Adviser Platform to assist with compliance and administrative services. In 2021 Des Morgan joined the team at **Protection Solutions** as an insurance adviser.

Grant Uridge and Thurl Gibbs are both owners and Principals of **Protection Solutions**, Working as insurance advisers. **Sydcam Limited** is the sole shareholder in **Protection Solutions**.

Our driving service philosophy is that your interests always come first and being covered is as important as recognising that needs change with time. Once we understand your needs, it is only then that we can assess which products could reduce your exposure.

## Claims service

As your insurance adviser Protection Solutions specialise in providing claims support, to ensure the best possible outcome at claim time.

## Privacy

The information will be collected by **Protection Solutions** and stored at our offices with The Adviser Platform.

It is understood that any information gathered for your Plan is personal and we undertake to keep this information confidential and secure.

1. The Privacy Act 2020 gives you the right to request access to and correction of, your personal information.
2. Information provided by you and or any authorised agent, will be used by **Protection Solutions** and any members of our staff for the purpose of providing advice to you and may also be used by any:
  - + product or service provider when implementing any of my/our recommendations or variations thereof.
  - + compliance advisers, assessors or by any claims investigators who may need access to such information; and
  - + other professionals including but not limited to solicitors and accountants when such services are required to complement this advice and as requested by you

## Client communications

**Protection Solutions** may contact you about the agreed services and this engagement and may from time to time contact you about other services, offers, newsletters or information.

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