



Licensing information

KSG Limited trading as 'Carrot' is licensed by the Financial Markets Authority to provide financial advice services. Our license number is FSP706532.

Personal risk insurance and KiwiSaver

Carrot provides advice to our clients about their KiwiSaver, life insurance and health insurance.

We provide financial advice about products from certain providers and have gone through due diligence with research professionals. Our providers are reviewed regularly and is available below

Our KiwiSaver providers are: Booster & NZ Funds.

Our life and health insurance providers are: AIA, Partners Life & Nib

What else can we offer

Fire & General Insurance (Home, contents & car)

To ensure that our clients receive the highest level of advice and service, we have a team of Fire and General Insurance Specialists, Blanket Insurance that we refer all our clients to.

If you take out a policy with Blanket on the back of my referral, our advisers may receive a small referral commission up to 20% of the annual policy premiums depending on which insurance products you take out cover with.

Assistance with purchasing new Properties

We also have a team of new build Property Specialist, Equiti that we refer all our clients to.

If you successfully purchase a property with Equiti on the back of my referral, our advisers may receive a referral commission up to \$5,000.

Fee & incentives declaration

Carrot does not expect to charge you for the advice we provide. However, if a fee is payable, we'll discuss this with you before we charge it and confirm it in a statement of advice before the work is performed.

To keep the engines running whilst making our services free to you, Carrot receives commission from the product providers if you take out insurance following advice from us. The amount of the commission varies between providers and is based on the product sold. It can include an initial commission and a servicing and renewal commission. Initial commission up to 230% for the first year's premium and a renewal commission between 3% and 20% for each year the policy remains in force.

We also receive introduction commission from KiwiSaver scheme providers if you choose one based on our recommendations, and an ongoing servicing fee for as long as we help you manage your KiwiSaver scheme. An ongoing service fee ranging from 0% - 0.5% of the KiwiSaver balance and an introduction fee of \$30 - \$200 after you have been a member for at least 12 months, these are paid directly from the KiwiSaver provider and does not come out of your KiwiSaver balance.



Conflict of interest

Carrot Financial advisers are remunerated with competitive salaries, commission for services provided or a combination of both they will advise you about any commission payment or other fees Carrot will receive before you proceed with any recommendations. Any product recommendations your adviser provides are based solely on your goals and objectives, and within the boundaries of our providers list.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

To ensure that our advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances.

All our advisers undergo annual training about how to manage conflicts of interest.

Carrot reviews its compliance programme each year to ensure we are aligned with best industry practice.

Our duties as a licensed financial advice provider

Carrot, 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 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>.



Complaints process

If you have a problem, concern, or complaint about any part of a service we give you, please contact your adviser directly so they can try to fix it. You can also let us know about any complaints you may, 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 business 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 to do so, you can contact Financial Dispute Resolution Service (FDRS). However, you must contact FDRS within 2 months from the date when you receive our final decision. That means FDRS can only investigate your complaint if you contact them within the aforesaid timeframe.

FDRS 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 FDRS at:

Financial Disputes Resolution Services
Freepost 231075
PO Box 2272
Wellington 6140
Telephone: 0508 337 337,
Email address: enquires@fdrs.org.nz