

DISCLOSURE STATEMENT



Name: Nautilus Marine Underwriting Agency Limited trading as NM Insurance (referred to as “NM Insurance” throughout this Disclosure Statement)

Address: Level 5, 63 Albert Street, Auckland, 1010
Telephone number: +0800 664 678
Email address: customerservice@nminsurace.co.nz

About our business

NM Insurance takes responsibility for the financial adviser services provided by our advisers. NM Insurance advisers provide financial advice in relation to general insurance products. NM Insurance is licensed and regulated by the Financial Markets Authority (“FMA”) for its financial adviser services. The Financial Markets Authority may be contacted via their website www.fma.govt.nz, by calling (04) 472 9830 or 0800 434 566 or in writing. The FMA’s postal address is PO Box 1179, Wellington 6140, New Zealand You can obtain information about financial advisers from the FMA. You may also report information about NM Insurance or our advisers to the FMA.

The information contained in this disclosure statement is important and should help you decide which financial adviser to choose. You can check the status of NM Insurance as a Financial Services Provider on the Financial Service Providers Register at www.fspr.govt.nz.

Complaints

If you are not satisfied with the service you have received from us you should contact us using the contact details for NM Insurance listed above. We have an internal complaints procedure and undertake to investigate your concerns promptly and fairly. You may contact us to make a complaint by telephone, by email or in writing.

NM Insurance is a member of an independent dispute resolution scheme operated by Financial Services Complaints Limited (“FSCL”) and approved by the Ministry of Consumer Affairs. If you are not satisfied with the outcome of our internal complaints handling procedure, or we have taken more than 40 working days to resolve your complaint, you can ask FSCL to review the complaint. For further details, please contact FSCL:

Address: PO Box 5967,
Level 4, Sybase House, 101 Lambton Quay, Wellington 6011
Phone: 0800 347 257
Email: info@fscl.org.nz
Website: www.fscl.org.nz

This disclosure statement was prepared on 30 July 2014