

SCOPE OF ENGAGEMENT

1. Client Confidentiality:

Confidentiality is very important to me. I acknowledge that your personal details and details of your financial position are confidential. I undertake not to divulge any information that you have disclosed to me to any person or body except under the conditions noted below in 'Use of Information'. If your details are entered into our electronic record system, I will keep those details on file for a period of seven years or longer whether or not this engagement terminates.

2. Parties:

Adviser Contact details:

Name: Mark Charlton
Address: P O Box 57082, Mana, Wellington
Telephone numbers: 04 2355-557 027 2311373
Fax Number: 04 2355233
Email address: mark@charltonquinn.co.nz

Client details are recorded in the Fact Find document.

3. Products and Services:

As a financial services provider, I am able to provide the following products and/or services:

Risk Products:

- Life Cover
- Disability Income Protection
- Trauma Cover
- Business Overheads Cover
- Mortgage Protection Insurance
- Key Person Protection Insurance
- Health Insurance
- Fire & General Insurance

4. Disclosure Statement:

I have provided you with a copy of my Disclosure Statement.

5. Timeframes:

The estimated time of the planning process is approximately one to two hours for the first meeting and two to three meetings may be required for the entire process. At a future mutually agreeable time, a review of your personal situation may involve a further one to two hour interview in order to update mutually agreed levels of cover. In most cases, reviews take place annually unless otherwise agreed.

6. Remuneration and Fees:

Analysing the suitability of the provision of products and/or services to you and providing a financial service to you in the form of a Statement of Advice and all associated documentation is given as a service. There is no cost to you for the entire term of the mutually agreed engagement. I am paid by the Insurance Company in the form of commission. I may also receive ongoing commission for the life of the product(s) placed. You will not be billed or asked to pay any fees to me at any time even if the engagement of services is terminated by either party.

7. Conflicts of Interest:

As a provider of professional financial adviser services, I have an obligation to act in the interests of our clients when making a recommendation. In providing advice to you, should any, actual or potential conflict of interest arise then I undertake to bring any such conflict of interest to your notice so that you may assess my advice objectively.

A strategic part of my business is a relationship with Sovereign, and their SovNet Group. In conjunction with Sovereign's range of products and services, SovNet aims to create a network of Advisers who share common values and ideals without losing the individuality of their businesses. Part of this relationship is a requirement to place 85% of my Risk business with Sovereign where I can, with a minimum of \$45,000 Annual Premium. However, where Sovereign does not have the right solution for your needs, I have the ability to place business with four other companies, and am happy to do so.

8. Client Responsibilities:

It is your responsibility to provide me with accurate and relevant information at the time that the initial information is being gathered by way of the Fact Find or Needs Analysis, whichever takes place first. If you provide me with incomplete or inaccurate information, I may not be able to provide you with the advice, products or services you are seeking.

It is important that you understand your obligation to provide me with accurate and relevant information in order for the financial services provider to appropriately assess the risk and make an informed decision about the products you may be seeking.

For insurance products, in order for the insurer to assess the risk and the appropriate premium, the law requires you to disclose all the information you know, or should know, that is relevant to the insurer's decision whether to provide cover or determine the terms of cover. This is called your duty of disclosure. For example, you should disclose your current income, medical history and all information about insured and uninsured losses and claims.

9. Referrals to Other Professionals:

If at any time during the term of engagement, a potential need arises for the use of another professional, I undertake to refer you to an appropriate professional. You will not be billed or invoiced for such a service at any time by me. If an appropriate professional cannot be located I undertake to advise you as soon as possible so that you may engage a professional of your choice or seek advice in regard to the same. Should another professional be engaged, I do not accept any liability whatsoever for the advice provided or the fees invoiced by that other professional, regardless of how the engagement came about.

10. Termination:

I undertake to exercise care, diligence and skill in providing you with a financial adviser service. If at any time, you wish to terminate this engagement, you must advise me in writing. Upon receipt of such advice by you, I then undertake to confirm termination of the engagement to you in writing within two business days, not including any public holidays.

11. Use of Information:

I will collect personal information (including full name, address and contact details) so that I may administer my customer relationships and provide clients with the products and services they request. This information is held at my offices. If at any time you wish to have access to, or correct any of, the information obtained with your permission, please contact me. I may be allowed or obliged to disclose information by law, eg: under Court Orders or Statutory Notices pursuant to taxation laws. I may also disclose personal/business information to other financial institutions and organisations at their request if you seek to obtain products and/or services from them. Personal/business information may also be disclosed to:

- Professionals including but not limited to solicitors, accountants, mortgage brokers, and stockbrokers when a referral is required, at your request and;
- If you have insurance, those involved in the insurance process including but not limited to claims investigators, medical practitioners, re-insurers, insurance reference agencies.
- If I intent to sell my business, any prospective purchaser of my business.

From time to time, this information may be updated and/or changed and I undertake to advise you of material changes to any of the items and/or products/services noted above by email and/or mail.

Summary:

A Scope of Engagement document begins the process of setting out the mutually agreed terms of engagement between us.

I am happy to answer any questions you may have. If you are completely satisfied with the contents of this document and have no further questions, please sign in acknowledgement below that you have read and understood its contents and you have received a copy of my Disclosure Statement. A further copy is available on request and free of charge.

Client 1	Client 2
Signature	Signature
Name	Name
Date	Date