



# Welcome to AIL of New Zealand Ltd

## Our licence and advice

AIL of New Zealand Limited (FSP166864, trading as AIL NZ) is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide a financial advice service.

AIL NZ (“we”, “our”, “us”) engage financial advisers to provide advice solely about American Income Life Insurance Company (AIL) insurance life and health insurance products on our behalf.

Our financial advisers do not provide any financial advice on behalf of AIL.

We can provide advice about AIL insurance products only. Our advisers cannot provide you with:

- advice about other insurers’ policies, including whether they would be affordable and suitable for you;
- comparisons between AIL policies and other insurers’ policies, or
- advice on whether you should replace any existing insurance you have with another insurer with AIL insurance.

## Will I be charged any fees for the financial advice provided?

We do not charge fees, expenses, or any other amount for the financial advice we provide.

If you decide to purchase AIL insurance through us, you will need to pay the premium to AIL. You will be informed of the cost of the premiums by our financial advisers. If the premiums increase as a result of underwriting, then we will advise you of that.



## How we get paid

### Our advisers

If you purchase the AIL insurance, our adviser may receive commissions and bonuses from AIL. Commissions will be affected if the adviser does not comply with certain standards of compliance and good conduct set by AIL, the policies are cancelled within the first year or the policies replace certain existing insurance arrangements.

- Our advisers receive commission when you purchase an AIL insurance product through them. The total amount of the commission they receive depends on the type of insurance you buy, the amount of your premiums, and the length of time you hold the policy for. The commission is calculated as a percentage of the premiums you pay.
- Our advisers may receive a bonus from AIL if they meet AIL's performance criteria, which will include factors relating to conduct, complaints, persistency, compliance and the amount of business generated by the adviser. Whether our advisers receive any bonus, and the amount of any bonus, is at AIL's discretion. If the adviser is eligible to receive a bonus, it will be calculated based on the value of premiums they personally generate.

### Our company – AIL NZ

Like our advisers, we are paid by AIL in the form of commission and bonuses.

- We receive a commission from AIL when you purchase an AIL insurance product through one of our advisers. The total amount of the commission depends on the type of insurance you buy, the premiums you pay, and the length of time you hold the policy for. The commission is calculated as a percentage of the premiums you pay.
- We may receive a bonus from AIL if we meet AIL's performance criteria, which will include factors relating to conduct, complaints, persistency, compliance and the amount of business generated by us. Whether we receive any bonus, and the amount of any bonus, is at AIL's discretion. If we are eligible to receive a bonus, it will be calculated based on the value of premiums that our business generates.

The following steps are taken to manage the conflicts of interest associated with the above commissions and bonuses:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- Our advisers are not eligible to receive any remuneration (commissions or bonuses) if they do not meet certain standards of compliance and good conduct set by AIL and may have any paid remuneration clawed-back if it is found that they have not met these standards.
- If you cancel your AIL insurance policy within the first year, or the policy lapses, our advisers will not be entitled to any commission on that policy.
- Our advisers are prohibited from advising you to replace any existing non-AIL insurance you may have and will not receive commission where an existing AIL insurance policy is replaced by a new AIL insurance policy within six months of applying for the new insurance policy.
- All our advisers undergo annual training about how to manage conflicts of interest.
- We maintain registers of conflicts of interests and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We periodically undertake an independent Compliance Assurance Review.



## Our complaints and dispute resolution process

Our mission is to create great customer outcomes when you deal with AIL NZ.

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

- Call** (09) 320 3031
- Email** [complaints@ailnz.co.nz](mailto:complaints@ailnz.co.nz)
- Write to** Complaints Officer,  
AIL of New Zealand Limited,  
2165 Great North Road, Avondale,  
Auckland, 0600
- Submit a form** [www.ailnz.co.nz/complaints-form](http://www.ailnz.co.nz/complaints-form)

When we receive a complaint:

1. Our internal complaints process will be engaged.
2. Where reasonably possible, we will seek to resolve your complaint to your satisfaction at the first point of contact but, if this is not possible, we will acknowledge your complaint in writing and provide you with information about our internal complaints process, within 2 working days or, if not practicable to do so, as soon as practicable after.
3. We will consider your complaint and investigate it where necessary. We will handle your complaint in a fair, transparent, and timely manner.
4. We will contact you if we require further information.
5. You will receive our response to your complaint by in writing. Our response will inform you of the decision we have made with respect to your complaint, including explaining our reasons and detailing any action taken.
6. If you are not satisfied with our response, we will escalate your complaint to our senior management who will independently review your complaint and ensure all areas of resolution have been investigated and presented. Senior management will inform you once a final decision is made.
7. If you disagree with the final decision we have made, then we will provide you with a letter of deadlock and you can take further action by contacting our external dispute resolution scheme.

Financial Service Complaints Limited (FSCL) is our external dispute resolution service. The service is free to you, independent, and may help investigate or resolve the complaint.

To contact FSCL:

- Call** 0800 347 257 or (04) 472 3725
- Email** [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)
- Write to** PO Box 5967  
Wellington 6140



## Our duties

AIL NZ and our advisers have duties under the Financial Markets Conduct Act 2013 relating to the way we give advice.

We are required to:

- give priority to your interests;
- exercise care, diligence, and skill;
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.

## How to contact us

AIL of New Zealand Limited

Call 0800 894 121 or (09) 320 3031

Submit a form [www.ailnz.co.nz/contact](http://www.ailnz.co.nz/contact)

Write to PO Box 15446,  
New Lynn,  
Auckland 0600