ACM Ahlers
insurance professionals

Statement of our Services

ACM INSURANCES LTD TRADES AS ACM AHLERS

SERVICES

- We will negotiate with insurers on your behalf and keep you informed of any significant developments.
- We are independent of any insurers except as specified below. We will advise you of insurers with whom we propose placing your insurance. Unless you tell us to the contrary, each insurer with whom we place your business will be deemed as acceptable to you.
- We take no responsibility for the adequacy or accuracy of any insurance placed for you by another party.
- We will hold review meetings with you as and when required.
- We will assist in the preparation and negotiation of claims.
- We will assist you with completion of application forms and other documents relating to insurance, however we do not accept responsibility for the accuracy of those documents and we will not sign documents for you.
- Our obligation to provide services to you will end when our appointment is cancelled. You can cancel our appointment by notice in writing to us.

REMUNERATION

We receive commission from insurers with whom we place insurance. The rates of commission may vary between insurers. The invoice total may also include a policy fee.

We have premium payment arrangements with insurers as provided in the Insurance Intermediaries Act 1994 and as a result, we earn investment income from handling premium funds. We sometimes pay money to others who refer you to us. These payments are made from the commission received from insurers and fees you pay us. We are a member of Brokernet N.Z Ltd which provides management and buying services to us. Brokernet N.Z. Ltd has arrangements with some insurers under which it will receive commission for each policy we arrange with those insurers.

BINDER AGREEMENTS

As an insurance broker, we normally act for you. We may enter into a binder agreement with an insurer to arrange insurance and settle claims on their behalf. We will inform you when we act for an insurer and not for you.

MANAGING AGENCY

We act as a Managing Agent for Vero Insurance NZ Ltd. This agreement allows us to arrange insurance and settle claims on their behalf in certain circumstances.

AUTHORITY TO RENEW

If a policy is renewable, we will automatically renew it unless advised not to.

CANCELLATION OR AMENDMENT

If cover is cancelled before the expiry of the period of insurance or if the policy is entitled to a premium reduction for any reason, we will refund to you only the net premium which we receive from the insurer. We will not refund any part of the brokerage or policy fee we receive for arranging or administering the policy or cover.

In the event of non-payment of premiums, ACM Ahlers shall have the authority to cancel any such affected policy following not less than 7 days notice in writing to you at your last known address. This clause applies equally whether the debt is owed to ACM Ahlers, or any premium funding organisation or company.

INSURER RATINGS

ACM Ahlers will use all reasonable precautions in choosing an insurance company(ies) and will advise you of their claims paying rating as per the Insurance Companies (Ratings and Inspections) Act 1994. You understand ACM Ahlers cannot guarantee the financial status of any company and do not accept any liability due to the failure of any insurance company.

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Disclosure Statement

QUALIFYING FINANCIAL ENTITY

The information provided in this disclosure statement is important and should help you to choose which financial adviser to use.

ACM Insurances Ltd trading as ACM Ahlers
ACM Funding Ltd trading as ACM Ahlers

Head Office: 1 Huron Street Takapuna 0622
Private Bag 93536, Takapuna, 0740
Phone: 09 486 0852
Fax: 09 486 4198
Email: enquiries@acmahlers.co.nz

COMPLAINTS

If for any reason you are dissatisfied with the service you have had from ACM Ahlers, you can lodge a complaint by phoning the above number or emailing complaints@acmahlers.co.nz.

Please supply:

- The name your insurance is held under
- Your contact details
- A brief explanation of your complaint

Your complaint will be considered by a senior member of our staff and additional information may be requested.

If you are not satisfied with our response you can contact:

Financial Services Complaints Ltd
Postal: PO Box 5967, Lambton Quay, Wellington 6145
Phone: 0800 347 257
Fax: 04 472 3727
Email: fscl@org.nz

- This statement was prepared 31st March 2011.
- ACM Insurances Ltd and ACM Funding Ltd as a Qualifying Financial Entity (QFE) take responsibility for the financial adviser services provided by its advisers.
- ACM Insurances Ltd provides financial advice on a wide range of fire and general and marine insurance products.
- ACM Funding Ltd provides financial advice on the funding of insurance premiums.
- We are licensed and regulated by the Securities Commission for our financial adviser services.
  You can contact:

The Securities Commission
Postal: PO Box 1179, Wellington 6140
Phone: 04 472 9830
Fax: 04 472 8076
Email: seccom@seccom.govt.nz

You can check the status of ACM Ahlers as a QFE and whether other entities are a member of our QFE group on the register at www.fspr.govt.nz