

Disclosure Statement V3

This Disclosure Statement was prepared on:

14 June 2023

The Southern Group Limited is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Our Financial Service Provider (FSP) number is 707072

My name is Ryan Beswick, I am the sole Adviser for the Southern Group Limited

My FSP number is 97804

You can contact us at:

Address : P.O. Box 37095, Halswell, Christchurch 8245

Phones: 0800 736 778 & 027 5547926

E-mail: ryan@thesoutherngroup.co.nz

Website: www.thesoutherngroup.co.nz

Areas I can provide you with advice

The following are the areas of personal or business risk and insurance advice that I can provide:

Personal risk insurance needs arising from:

Untimely death	(Life insurance)
Suffering specified serious illnesses or disabilities	(Trauma insurance)
Suffering a permanent disability	(Permanent disability insurance)
Loss of income through sickness or disability	(Income protection insurance)
Loss of income through redundancy	(Redundancy insurance)
Requiring timely hospital or specialist treatment	(Health insurance)
Paying for an insurance policy if disabled and unable to work	(Waiver of premium insurance)
A child suffering a major health trauma	(Kids Cover insurance)

Business risk insurance needs arising from:

- The loss of a key person through death or disability
- Retirement of business debt and other liabilities caused by death or disability
- Succession, partnership and share purchase needs caused by death or disability
- Group insurance Plans
- Financial wellness seminars

I source Insurance products from the following Insurance companies:

- AIA
- Asteron Life
- Chubb
- Fidelity Life
- nib
- Partners Life
- Southern Cross
- UniMed

My Advice process

I follow an internationally recognized six step advice process which involves:

1. Establishing the areas of advice for the current engagement (Scope of Service and Engagement)
2. Questioning and discussion about your needs and objectives (Needs Analysis)
3. Further analysis and research by me and designing a solution to match your needs
4. Preparing a written report for you (Statement of Advice)
5. Presenting my recommendations to you and implementing any agreed solutions
6. Reviewing these solutions and strategies on a regular basis

My Qualifications and experience

I hold the National Certificate in Financial Services (Financial Advice) Insurance and Investment advice. I have been providing financial advice for personal risk insurance for 15 years. I undertake regular professional development to maintain and improve my competence and knowledge.

My duties and obligations to you

I have duties and obligations under the Financial Markets Conduct Act 2013 relating to the way I give advice. I am required to:

- Ensure you understand the nature and scope of service you ask me to provide
- Provide a service and advice that is relevant to this scope of service and suitable to your circumstances and needs
- Listen to your needs, concerns, preferences and to treat you fairly and with respect
- Act with integrity and give priority to your interests and give advice not influenced by my own interests
- Exercise care, diligence and skill in providing you with advice
- Meet the necessary standards of competence, knowledge and skill to provide you with the advice requested
- Ensure you understand my advice and recommendations and any associated risks
- Keep you informed along the way and communicate in a timely, clear, and effective manner

This is only a summary of the duties that I have. More information is available by visiting the Financial Markets Authority website at:

www.fma.govt.nz/compliance

How I get paid

Fees and expenses: The Southern Group Limited may charge fees for the provision of advice including the implementation and continuing oversight of corporate Financial Wellness Plans. Any fee payable will be discussed and agreed to in writing prior to the provision of related advice.

Commission: The Southern Group Limited is paid commission from the insurance providers through which we place business. The amount of commission is based on the premium you pay (typically within the range of 100% to 200% of the annual premium) with an additional ongoing commission (typically within the range of 5% to 30% of the annual premium). More specific detail is provided at the time our advice is given.

Conflicts of interest

To ensure that we prioritise your interests above our own, we follow an advice process that ensures our recommendations are based on your objectives, needs and circumstances. I further manage possible conflicts of interest by:

- Avoiding any production requirements for one product provider
- Having access to a number of product providers

Complaints and disputes

If you are not satisfied with our service or financial advice please tell us as soon as possible so that we can try and resolve this for you to the best of our ability. It is our intention to provide the best possible service we can for our clients and we will do our best to try and resolve any complaint received as quickly and effectively as possible. You can make a complaint by calling 0800 736778 or e-mailing ryan@thesouthernngroup.co.nz or by post to P.O. Box 37095, Halswell, Christchurch 8245.

We will follow our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint.
- We will contact you by phone, e-mail or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints process, you can contact our external disputes resolution scheme, Financial Services Complaints Limited. They provide a free and independent dispute resolution service that may help to investigate or resolve your complaint if we haven't been able to do so to your satisfaction.

Phone: 0800 347 257

E-mail: complaints@fscl.org.nz

Post: P.O. Box 5967, Wellington 6140