



Mike O'Reilly is a Financial Advisor who runs a financial adviser business called Six Step Financial Services Limited, trading as **Six Step Financial**.



#### LICENCE INFORMATION

Six Step Financial Services Limited FSP 708111 holds a licence issued by the FMA to provide financial advice services.



#### IDENTITY INFORMATION

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|----------------------------|--|
| <b>Registration number</b> | FSP 708111   |
| <b>Address</b>             | 161 Tasman Street, Nelson, 7010                            |
| <b>Trading name</b>        | Six Step Financial   |
| <b>Company name</b>        | Six Step Financial Services Limited                        |
| <b>Telephone</b>           | 03 548 2219  |
| <b>Email</b>               | <a href="mailto:mike@sixstep.co.nz">mike@sixstep.co.nz</a> |
| <b>Date of Disclosure</b>  | 1 February 2023  |



## NATURE & SCOPE OF ADVICE (AND LIMITATIONS)

Six Step Financial provides advice to our clients in the following subject matters:

- Business and Personal Risk management (insurance) excluding Fire & General insurance
- KiwiSaver
- Financial Planning – Advice on investment and retirement planning.

**Six Step Financial** has contractual agreements for the sale of products issued by the following providers:

### Insurance

- AIA Limited
- Accuro Health Insurance
- Asteron Life Limited
- Fidelity Insurance Limited
- Chubb Life
- Partners Life Limited
- NIB NZ Insurance Limited

### KiwiSaver

- NZ Funds
- Generate
- Booster
- Milford

### Investment

- NZ Funds

**Six Step Financial** does not generally provide financial advice on products not listed above. However, some clients may have investments in other financial products. Where this is the case, we may provide advice on those products as part of providing financial advice to these clients.



## FEES OR EXPENSES

**Six Step Financial** may charge the following fees for financial advice:

- an initial advice fee for the time involved in meeting a client, obtaining all necessary information, and preparing and presenting a financial strategy.
- an ongoing financial advice fee for the provision of ongoing financial advice services; and
- where requested by a client, undertaking a specific assignment, for which an agreed consultancy fee may be charged.



### Conflicts of Interest and Incentives

Our financial advisers are remunerated by way of salary, bonus, and commission.

**Six Step Financial** may receive commissions from the managed investment scheme managers on whose products we provide financial advice or in which our clients invest, insurance companies on whose policies we provide financial advice. These commissions are based on the amount of the sum invested or insurance premiums paid (as applicable). This may range from 0.25% to 50% commission structured or on going trail.

To ensure that Six Step Financials' advisers prioritise each client's interests above their own, they follow an advice process that is designed to ensure their recommendations are made based on the client's circumstances and financial goals and are suitable for the client. **Six Step Financial Services Limited** also:

- has a quality assurance programme in place to monitor the advice our financial advisers provide.
- actively monitors compliance with our conflicts policies and procedures; and
- ensures training is provided to all **Six Step Financial** advisers about how to manage conflicts of interest.



### Duties Information

**Six Step Financial Services Limited**, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way we give advice.

We are required to:

- Give priority to your interest by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
- Exercise care, diligence, and skill in providing with advice.
- Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice)

- Meet standards of ethical behaviour, conduct and client care set out by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should and give you suitable advice).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>



### **Complaints Process & Dispute Resolution Scheme**

If you have a problem, concern, or complaint about any part of our service, please tell **Six Step Financial Services Ltd**, so that our internal complaints process can try to fix the problem. You may contact our internal complaints manager by emailing [kay@sixstep.co.nz](mailto:kay@sixstep.co.nz) or by calling 03 548 2219. You can also write to us at 161 Tasman Street Nelson 7010. We will investigate any complaint and reply to you within 2 working days of you making a complaint. We actively monitor complaints and will endeavour to resolve a complaint within 10 days.

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints process, you may refer your complaint to Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service. FSCL is our independent external ombudsman and dispute resolution service that has been approved by the Minister of Consumer Affairs under the Financial Service Providers (Registration and Dispute Resolution) Act 2008. FSCL service is free of charge to you and may help investigate or resolve matters if not fully resolved by our internal complaints process.

You can contact Financial Services Complaints Ltd at:

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| <b>Address</b>   | Level 4, 101 Lambton Quay, Wellington, 6011            |
| <b>Telephone</b> | 0800 347257  |
| <b>Email</b>     | <a href="mailto:info@fscl.org.nz">info@fscl.org.nz</a> |