

MAS'S INTERNAL COMPLAINTS PROCEDURE

If you have a problem, concern or complaint about any part of the service provided to you, you may contact the internal complaints scheme by either directing the complaint to the person you have been dealing with or to their Regional Manager.

If a satisfactory resolution cannot be found, then the matter will be referred internally to the General Manager, Sales, Medical Assurance Society New Zealand Limited, PO Box 13042, Johnsonville, Wellington. Phone: **0800 800 627**.

INSURANCE AND FINANCIAL SERVICES OMBUDSMAN (IFSO) SCHEME

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact the Insurance and Financial Services Ombudsman (IFSO) Scheme.

This service will cost you nothing, and will help us resolve any disagreements. You can contact the Insurance and Financial Services Ombudsman (IFSO) Scheme at:

Address	Level 8, Shamrock House, 79-81 Molesworth Street, Wellington 6011
Postal address	PO Box 10-845, Wellington, 6143
Phone number	+64 4 499 7612 or Freephone (within New Zealand) 0800 888 202
Email address	info@ifso.nz



**Medical Assurance Society
New Zealand Limited**
QFE Disclosure Statement

WHAT'S THIS DISCLOSURE STATEMENT FOR?

The Financial Advisers Act 2008 came into force on 1 July 2011. Its purpose is to promote the sound and efficient delivery of financial advice and to encourage public confidence in the professionalism and integrity of financial advisers.

Under this legislation, all financial service providers – including MAS – must provide their customers with a disclosure statement about their services before giving any financial advice. You'll encounter the same processes from anyone who is permitted to give financial advice in New Zealand.

What is a disclosure statement?

A disclosure statement lets you know which financial products our advisers can give you advice about. It also tells you who can talk to you if you need more information, or if things go wrong.

Disclosure statements also give details of any commission a financial adviser will receive if you take out a recommended product. In MAS's case, our advisers are salaried rather than commissioned. Their performance is measured on how satisfied you are with the services you receive.

Find out more

If you have any questions about our disclosure statement, go to **mas.co.nz** or call **0800 800 627**.



IT IS IMPORTANT THAT YOU READ THIS DOCUMENT

This information is important and should help you decide which financial adviser to choose.

Medical Assurance Society New Zealand Limited (MAS) is a Qualifying Financial Entity (QFE) (our registration number is FSP35849). As a QFE, MAS takes responsibility for the financial adviser service provided by our QFE advisers, and for the products offered to you.

MAS's contact details are set out below:

Address (and principal place of business)	19-21 Broderick Road, Johnsonville, Wellington
Postal address	PO Box 13042, Wellington, 6440
Trading name	Medical Assurance Society
Telephone number	0800 800 627
Fax number	04 477 0109
Email address	info@mas.co.nz

You can check our status as a QFE (and check whether other entities are members of the QFE groups) on the Financial Service Providers Register at business.govt.nz/fsp.

MAS is licensed and regulated by the Financial Markets Authority (FMA) for its financial adviser service. You can obtain information about financial advisers from the FMA and can report information about MAS or our advisers to the FMA at:

Address	Level 2, 1 Grey Street, Wellington
Postal address	PO Box 1179, Wellington, 6140
Telephone number	+64 4 472 9830
Fax number	+64 4 472 8076
Website address	fma.govt.nz

This disclosure statement was prepared on **20 June 2017**.

PRODUCTS OFFERED BY THE MAS GROUP

MAS is the parent company in a group of companies aimed at meeting the financial needs of its Members. MAS currently has four trading subsidiaries, each of which handles a different part of the offering provided collectively by the MAS group. These subsidiaries are:

- Medical Life Assurance Society (MLA), which provides various 'category 2' life and disability insurance products to Members.
- Medical Insurance Society Limited (MIS), which provides various 'category 2' non-life insurance products to Members such as domestic and business risks insurance.
- Medical Funds Management Limited (MFM), which pools Members' funds into the Retirement Savings Plan and the MAS KiwiSaver Plan (both of which are 'category 1' products).
- Medical Securities Limited (MSL), had the purpose to raise funds in part from Members and lend these to other Members and their businesses for practice, equipment and vehicle purchases and working capital purposes. As a result of the referral agreement entered into with Westpac (see section regarding **Remuneration and relationships**), MSL no longer accepts deposits or lends to Members.

MAS and our QFE advisers only offer and provide financial advice in respect of products which MAS is, or was the issuer of or the promoter of (i.e. where MAS was instrumental in the formulation of a plan or programme pursuant to which those securities were offered to the public).

Our advisers will not give you financial advice on products provided by other product providers.

For more information on the fees and terms and conditions associated with the Medical Assurance Society KiwiSaver Plan and Retirement Savings Plan please refer to the Product Disclosure Statements.

FINANCIAL STRENGTH

The financial strength of MAS is reflected in the ratings carried by our insurance companies.

- Our general insurance company Medical Insurance Society Limited (MIS) is rated A-/Stable by approved agency Standard & Poor's.
- Our life insurance company Medical Life Assurance Society Limited (MLA) is rated A-/Stable by approved agency Standard & Poor's.

Further information about our ratings, including the scale of which the rating forms part, is available for inspection at every office of MAS and on our website mas.co.nz.

OUR ADVISERS AND SERVICES

MAS provides services to its Members through a face-to-face network of salaried advisers supported by a national member support centre.

All advisers are employees of MAS, each receive a fixed salary to service Members, and have their performance assessed on the quality of the service that they provide to Members.

The financial advice service provided by your MAS AFA or QFE adviser is limited to the provision of financial advice on MAS products and services only. Your MAS adviser cannot provide an 'investment planning service' or a 'discretionary investment management service (DIMS)' as those terms are defined in the Financial Advisers Act 2008.

REMUNERATION AND RELATIONSHIPS

Neither MAS nor our advisers will charge you a fee for providing financial advice to you.

Our advisers do not receive commissions, incentive based remuneration or other payments from MAS (or anyone else) in respect of the financial advice they give.

Advisers may have investments in products issued or promoted by MAS.

If you are a Member of MAS, you may also be referred to:

- Westpac New Zealand Limited for all lending enquiries. MAS receives a commission from Westpac upon the drawdown of any new loan under the MAS loan package offered to Members.
- Frank Risk Management Limited for specialist commercial insurance enquiries. MAS receives a share of the Policy and Claims Management Fee upon purchase or renewal of the insurance contract from the referral.