



## Important information about us

Foresight Financial Planning (FSP700191) is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Our Financial Services Provider (FSP) number is FSP700191.

## My name is Michael Lay - I am the sole adviser for Foresight Financial Planning

My FSP number is FSP23962.

Amanda Lay is our Office Manager. Her role is to be the initial point of contact for our clients as well as dealing with all ongoing client administration and queries.

## You can contact us at:-

Address: 18a Norwich Avenue, Spotswood, New Plymouth 4310  
Postal: PO Box 714, New Plymouth 4340  
Office: (06) 751 4510  
Mobile: 021 0727381  
Email: [mike@foresightfinancial.co.nz](mailto:mike@foresightfinancial.co.nz)  
Website: [www.foresightfinancial.co.nz](http://www.foresightfinancial.co.nz)

## Areas I provide advice on

The following are the areas of advice that I provide advice on:-

Investment planning advice in relation to:

- KiwiSaver advice and planning
- Investment planning (managed fund investments)
- Savings advice
- Retirement planning

## I deal with all the following investment providers:

- ANZ Investments
- Generate
- Nikko A M
- Select
- Booster
- Lifetime Retirement
- Pathfinder
- Select Wealth
- Fisher Funds
- Milford
- NZ Funds
- Synergy

## My advice process

I follow an internationally recognised six step advice process that includes:-

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

## **We cannot guarantee returns**

Based on our research and your personal circumstances, we will make recommendations that we believe are appropriate for you. However, we cannot guarantee that they will perform in a particular way. The performance of each product depends on investment markets and the features, risks, fees and charges in relation to the product.

These items will be detailed in the Statement of Advice and, where relevant, more detail is outlined in the individual Product Disclosure Statements of the providers.

## **My qualifications and experience**

I hold the New Zealand Certificate in Financial Services (Level 5). I have been providing financial advice for sixteen years in New Zealand (since emigrating from the UK). Before that I worked in the financial advice industry in the UK for nineteen years. I am product knowledge accredited by all providers recommended and I undertake regular professional development to maintain my and improve my competence and knowledge.

## **My duties and obligations to you**

I am bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge and skill set out in the Code of Conduct
- Give priority to the clients' interest and
- Exercise care, diligence and skill and
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct

This is only a summary of the duties that I have. More information is available by visiting the Financial Markets Authority website at <https://www.fma.govt.nz/compliance/role/financial-advice-provider/#dapDuties>

## **How I get paid**

There is no fee payable for the provision of our investment advice unless you expressly ask us to do so. Foresight Financial Planning receives a portfolio servicing fee should you choose to invest and this helps cover our costs for the work we do for you. These fees vary depending on product provider and/or the amount invested and will be detailed to you clearly prior to you agreeing to invest.

## **Conflicts of interest**

We are here for our clients and to advise you as best we can. Your interests are our priority although we do have business relationships with product providers also. 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:

- Not having any agreements in place to choose one provider over another
- Having access to a wide range of product providers
- Using third party product research as part of our analysis
- Having our processes regularly checked to ensure that we are meeting required standards

## Our complaints process

If you have a problem, concern or complaint about any part of our advice or service, please tell us so that we can try to fix the problem. Please send an email to [mike@foresightfinancial.co.nz](mailto:mike@foresightfinancial.co.nz) and tell us what has happened and how we can resolve matters. If you have any documents or correspondence that will help us understand your complaint, please attach them to the email.

When we receive your complaint, we will:-

- acknowledge your complaint within 1-2 working days
- gather and evaluate information about your complaint
- respond to you within 20 working days.

If we cannot agree on how to resolve the complaint, you can contact Financial Services Complaints Limited (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 Services Providers (Registration and Dispute Resolution) Act 2008.

FSCL's service is free of charge to you.

You can contact Financial Services Complaints Limited at:

Call:	0800 347257
Email:	<a href="mailto:complaints@fscl.org.nz">complaints@fscl.org.nz</a>
Website	<a href="http://www.fscl.org.nz">www.fscl.org.nz</a>
Write to:	Financial Services Complaints Limited (FSCL) – A Financial Ombudsman Service PO Box 5967 Wellington 6145