MARBLE LIFE

DISCLOSURE STATEMENT/SCOPE OF SERVICE/ TERMS OF BUSINESS

About Us

Marble Life Limited (MLL, we, our, us) is a newly established affiliate of Marble Insurance Limited, dedicated exclusively to providing financial advice on life, risk, health insurance and KiwiSaver. Based in Auckland, New Zealand, we are committed to delivering professional, transparent, and client-focused service, and we uphold the values of honesty and clarity in all our interactions.

We believe it is essential that our clients fully understand the nature, scope, and limitations of the financial advice we provide. This disclosure statement sets out that information so you can make informed decisions about the financial advice we provide.

Scope of Service

Marble Life Limited (MLL) provides financial advice on life, risk, health insurance and KiwiSaver. We are not licensed or qualified to offer advice outside of this scope. We can provide advice on the following:

- Life Insurance
- Trauma Insurance
- Total and Permanent Disability (TPD)
- Income Protection
- Group Life and Health Cover
- Health Insurance (as offered by life insurers)
- KiwiSaver

Fire and General Insurance

Marble Life Limited (MLL) does not provide advice on fire and general insurance products. However, if you are seeking advice in this area, you may request a referral. Upon your request, we can refer you to our affiliate company, Marble Insurance Limited, which is authorised to provide financial advice on fire and general insurance under a separate Financial Advice Provider (FAP) licence (FSP750331).

Identifying Information

Marble Life Limited (FSP1010050), trading as Marble Life Limited, is a Financial Advice Provider (FAP) that holds a Class 2 licence issued by the Financial Markets Authority.

Privacy Policy

The purpose of our Privacy Policy is to inform our customers about how we collect, use, and protect their personal information. Our Privacy Policy is accessible on our website. Click Here

Important Limitations – What We Do Not Advise On

Marble Life Limited does not provide financial advice on the following products or services:

- Investment products or services (e.g. managed funds, portfolio management), except KiwiSaver
- Medical insurance (except where offered under life insurance contracts)
- Whole of Life or Endowment insurance products
- Fire and General Insurance (e.g. home, contents, motor, landlord)
- Direct shares or specific listed securities
- Legal advice
- Tax advice
- Estate planning (e.g. trusts, wills, succession structures)
- Mortgage advice or home lending products

Information Collected

To perform our services, we may disclose your personal and confidential information with your insurers or prospective insurers, KiwiSaver providers, or other third-party product or service providers, unless you state otherwise. The intent to share this information is solely to provide you with our agreed services.

Our confidentiality obligation does not apply to information that:

- Is required by law;
- Is in the public domain;
- You have given permission to disclose.

To enable us to provide financial advice appropriate to your needs and circumstances, you must provide complete and accurate information about your personal situation, objectives, and financial position. If relevant information is not provided, the advice we give may be limited, or we may determine that it is not appropriate to advise until further information is obtained.

For insurance recommendations, disclose all information you are aware of (or ought reasonably to be aware of) that may be relevant to an insurer's assessment of an application and the terms on which cover may be offered. For KiwiSaver recommendations, complete and accurate information helps us assess your circumstances and make suitable recommendations. Incomplete or inaccurate information may affect the suitability of the advice provided, the outcome of an insurance application, or the implementation of a recommended KiwiSaver change.

Product Providers

Below is a list of product providers we work with:

- Fidelity Life
- Partners Life
- AIA Limited
- Chubb Life
- Nib
- Milford
- Generate
- Booster

Reliability History

MLL has not been subject to a reliability event. A reliability event is something that might materially influence you in deciding whether to seek advice from MLL. For example, it would include legal proceedings against MLL, or if MLL had been discharged from bankruptcy in the last four (4) years. We have also not been subject to any disciplinary action, client disputes resolutions or negligence claims.

Fees

There are no fees payable to Marble Life Limited for life and health insurance advice. However, for KiwiSaver, depending on the provider selected, a one-off transfer fee of up to $150 may apply; each KiwiSaver provider has its own built-in fee structure, which will be clearly outlined in your Statement of Advice.

Any adviser remuneration, provider fees, or ongoing servicing fees that apply will be disclosed to you in your Statement of Advice before any recommendation is implemented. There is also an element of built-in policy fees for each life insurance provider, which will likewise be clearly outlined in your Statement of Advice.

Commission and Incentives (How We Get Paid)

If you take out an insurance policy following our advice, MLL will be paid a commission from the applicable product provider. The commission payable for life or health insurance is between 40% and 230% of the first year's premiums, plus an additional 5% to 30% of the premium for each year the policy remains in force. In terms of KiwiSaver, we may receive up to $300 initial commission plus an additional servicing commission of up to 0.50% based on the client's KiwiSaver balance.

We also have referring relationships with other companies, which can see us paid a referral fee, either a flat fee or a commission percentage. We may also receive a marketing fee in certain circumstances from KiwiSaver providers (a flat fee). Any referrals are made only upon your request, and any incentives for the referral or marketing fees will be disclosed to you.

Duties Information

MLL and anyone who gives financial advice on its behalf have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice. We are required to carry out the following:

- Give priority to your interests by taking all reasonable steps to make sure our financial advice isn't materially influenced by our own interests.
- Exercise care, diligence and skill in providing you with advice.
- Meet standards of competence, knowledge and skills as 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 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 financial advice).

This is only a summary of the duties that we have. More information can be found by contacting us directly or by visiting the FMA website.

Contact Details

- support@marblelife.co.nz
- 09 390 9399
- 4 Cain Road, Penrose, Auckland 1061

Conflicts of Interest

To ensure that MLL and all of its advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made on the basis of our client's goals and circumstances. MLL and all our financial advisers undergo regular training on how to manage conflicts of interest, and the gifts and incentives we receive.

We have regular internal audits to ensure the advice we provide is quality, compliant and aligns with our company values. MLL also undertakes a compliance audit, and a review of our compliance programme is undertaken annually by a reputable compliance adviser.

Please note that there is a potential conflict of interest where clients of Marble Life Limited are referred to our affiliated company, Marble Insurance Limited, for financial advice on fire and general insurance. While both entities operate under separate Financial Advice Provider licences, they are affiliated. Any such referrals will be managed transparently, with clear disclosure to clients, and in accordance with our legal obligations under the Financial Markets Conduct Act 2013 and relevant guidance from the Financial Markets Authority (FMA).

Complaints and Disputes Resolution

If you have any concerns about the service you received, please contact us so we can address the issue promptly. Provide your policy or claim number if available. We will acknowledge your complaint within 5 working days and aim to resolve it within 20 working days. If your complaint is more complex than expected, it may take longer than 20 working days to resolve. Our Compliance Manager will keep you informed of the expected timeframe and provide regular updates. You can make a formal complaint to either:

Nick Tanner

Director — 0212985846 — nick@marbleinsurance.co.nz

Kylie Wilson

Compliance Manager — 0225345554 — compliance@marblelife.co.nz

We will always try our best to resolve any issues you may have in a timely manner. However, if we cannot satisfactorily resolve the issue or you are not happy with the time in which it is taking to do so, it will then become a dispute. If your complaint remains unresolved within the specified time frame or you are unhappy with the outcome, you may refer the matter to the Financial Services Complaints Ltd (FSCL). MLL is a member of this independent external Dispute Resolution Scheme approved by the Ministry of Consumer Affairs. There is no cost to access their services.

To contact FSCL please refer below:

- Post: PO Box 5967 Wellington 6140
- Email: info@fscl.org.nz or complaints@fscl.org.nz
- Phone: 0800 347 257
- Website: www.fscl.org.nz

Please refer to our Complaints and Disputes Process on our company website for more information. **Click Here**