

## Public Disclosure

**Optimalife Limited**  
Unit 12, Level 2  
177 High Street  
Christchurch Central

**Adviser: David Pottinger**  
Phone: +64 27 501 6016  
Email: [David@optimalife.co.nz](mailto:David@optimalife.co.nz)

### 1. Your Financial Adviser



*David Pottinger (FSP539326)*

- Optimalife Limited (FSP774617) holds a licence issued by the Financial Markets Authority to provide financial advice.
- David Pottinger (FSP539326) is authorised by that licence to provide financial advice.
- David holds the following Qualifications:
  - Bachelor of Commerce (major: Finance and Information Systems, and Management)
  - New Zealand Certificate in Financial Services Level 5
- David has been providing financial advice in Personal Risk and KiwiSaver since 2016

#### 1.1 Reliability History

- Neither Optimalife Limited nor David Pottinger have been subject to a reliability event.
- A reliability event is something that might materially influence you in deciding whether to seek advice from David or Optimalife Limited (as an example, it would include legal proceedings, bankruptcy, convictions).

## 2. Nature and Scope of Advice

2.1 Optimalife Limited only provides advice to our clients about the following

- Personal Risk insurance (including Business personal Risk)
- Health insurance
- KiwiSaver
- ACC

Our financial advisers provide advice in relation to these financial advice products.

2.2 We only provide financial advice about products from certain providers

### Insurance

- Accuro
- AIA
- Asteron
- CHUBB
- Fidelity Life
- NIB
- Partners Life

### KiwiSaver

- Booster
- Generate
- NZ Funds
- Pathfinder

### ACC

- ACC Cover Plus Extra (CPX)

2.3 Limitations on Advice

- We are qualified to give you advice on matters pertaining to section 2.1
- Where appropriate, we will draw your attention to legal and accounting structural requirements which you may need to consider when addressing your needs. However, you must seek professional advice from an appropriately qualified person to advise you on tax, legal structures or insurance and investments outside section 2.1.

## 3. Fees

- Optimalife Limited and its advisers do not charge fees, expenses or any other amount for any financial advice or other services provided to its clients
- There is no charge to you for any of our services.

## 4. Conflicts of Interest and Incentives

4.1 Commission

- Optimalife Limited receives commission from the providers on whose products we give financial advice (Insurers and KiwiSaver providers).
- If you decide to take out Insurance or to take our KiwiSaver advice, the provider will pay a commission to Optimalife Limited.
- Commission rates for each provider and product is available on request
- We do not receive commission nor incentives from ACC

a) Upfront Initial Commission

- This is paid by the provider to Optimalife Limited when the policy gets issued
- The commissions are between 10% and 230% of the first year's premiums of your policy
- The amount depends on
  - Which insurance company and which insurance policy you choose
  - The total amount of the insurance sold for an insurer over an ongoing 12-month period
  - The percentage of the insurance that stays in force and/or the rating of the quality of the service
- AIA Vitality - If AIA Vitality is added to an AIA policy, Optimalife Limited will effectively be paid an additional 10% Commission as AIA calculate commission prior to this discount being taken off premiums.

b) Ongoing Commission

- This is paid by the provider to Optimalife Limited monthly
- These commissions are between 0-17% of the premium for each year the policy remains in force
- Ongoing commission is paid to help meet the costs of ongoing service provided to you in regard to your insurance e.g. helping with claims and making sure your insurance is still suitable for your needs

4.2 Incentives

- Optimalife Limited may pay your Financial Adviser a salary, plus bonuses and other incentives
- Optimalife Limited and your Financial Adviser may receive indirect benefits from insurers such as business lunches, tickets to sporting and/or cultural events or corporate promotional merchandise

## 5. Duties information

5.1 Duties information:

- To ensure that your Financial Advisor prioritises your interests above their own,
  - They follow an advice process that ensures our recommendations are made based on your financial goals and circumstances
  - Your Financial Adviser undergoes specialist training in how to manage conflicts of interest
  - Optimalife Limited operates a Conflict-of-Interest register
  - Optimalife Limited performs an annual review of our compliance program
- Optimalife Limited, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.  
We are required to:
  - Give priority to your interests 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 you 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 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>

## 6. Professional Indemnity Insurance

- Optimalife Limited and our Financial Advisers are covered under a professional indemnity insurance policy in the amount of NZ\$1m
- The insurance (subject to its terms and conditions) covers errors and omissions arising from advice provided by Optimalife Limited through its Financial Advisers.

## 7. Complaints and/or disputes

- 7.1 If you are not fully satisfied with our services or wish to make a complaint, please speak to your Financial Adviser or Optimalife Limited in the first instance by:
- Email: [david@optimalife.co.nz](mailto:david@optimalife.co.nz), or
  - Phone: +64 27 501 6016 or
  - Mail: Unit12, Level2 177 High Street, Christchurch Central, 8011
- When we receive a complaint, we will consider it following our internal complaints process:
    - Within 24 business hours, we will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
    - We aim to resolve complaints, openly and fairly, within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.
    - We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.
- 7.2 If your complaint is not resolved to your satisfaction or you do not wish to speak with your Financial Adviser, you may refer it to the Financial Dispute Resolution Service (FDRS) of which Optimalife Limited is a member:
- Mail: Complaints Officer, Level 4, 142 Lambton Quay, Wellington 6011
  - Email: [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)
  - Website: <http://www.fdrs.org.nz>
  - Freephone: 0508 337 337.
  - FDRS is an approved independent dispute resolution scheme which handles complaints against financial service providers, including insurance brokers.
  - FDRS is free to consumers and its decisions are binding on Optimalife Limited (but not on you).