

## Disclosure Statement (Qualifying Financial Entity)

### AMP Services (NZ) Limited

#### Contact details

AMP Services (NZ) Limited  
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0800 808 267  
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This disclosure statement was prepared on 1 June 2017.

#### It is important that you read this information

It will help you to decide whether our services will suit your needs. We will provide you with more information later that will also be important for the financial decisions you make.

#### What sort of adviser are we?

AMP Services (NZ) Limited ("**AMP**") is a Qualifying Financial Entity ("**QFE**"). You can check AMP's QFE status and whether other entities are a member of the QFE Group on the Financial Service Providers Register at [www.fspr.govt.nz](http://www.fspr.govt.nz).

**Neil Carter** of Stratus Financial Services Limited is a Nominated Representative of AMP's QFE.

#### What does this mean?

AMP is the QFE licensed to take responsibility for the financial adviser services provided by advisers that are employed or nominated by it ("**QFE Advisers**"). This includes making sure that QFE Advisers exercise care, diligence and skill in providing financial advice to you. The QFE's licence means that QFE Advisers do not have to be individually registered or authorised.

#### What services can we provide to you?

AMP provides financial advice on the following types of financial products, which are provided by AMP:

- General Insurance policies

AMP provides financial advice on certain financial products which are provided through AMP by external product manufacturers. AMP has negotiated with specific product manufacturers to allow QFE Advisers to provide personalised services in respect of the following types of financial products:

- General and travel insurance policies

Our QFE Advisers cannot provide advice about products other than those set out above, nor can they provide any other licensed service including designing a plan for dealing with all of your investment goals. If you need this service we can refer you to one of our Authorised Financial Advisers.

### **Other licensed services we provide**

AMP does not provide any licensed services other than those provided as a QFE.

### **What should you do if something goes wrong?**

Should you have a problem, concern or complaint about any part of the services we provide, in the first instance you can direct your complaint to AMP by calling our Customer Service staff on 0800 808 267 (8am to 6pm Monday to Friday), or by writing to the address above or by emailing [service@amp.co.nz](mailto:service@amp.co.nz)

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 & Financial Services Ombudsman Scheme Inc. (IFSO).

This service will cost you nothing, and will help us resolve any disagreements.

You can contact the Insurance & Financial Services Ombudsman Scheme Inc. (IFSO)

Telephone number:       Freephone 0800 888 202

Email address:           [info@ifso.nz](mailto:info@ifso.nz)

Website:                 [www.ifso.nz](http://www.ifso.nz)

### **Who licenses and regulates us?**

The Financial Markets Authority. You can report information about us to the Financial Markets Authority (but if you want to complain you should use our dispute resolution procedures set out under the heading "What should you do if something goes wrong?"), and can contact the Financial Markets Authority for more information about financial advisers. You can contact the Financial Markets Authority at:

Address: PO Box 1179, Wellington 6140, New Zealand

Telephone number: +64 4 472 9830 or freephone 0800 434 567

Web address: [www.fma.govt.nz](http://www.fma.govt.nz) .