

# Disclosure Statement

As at 15 March 2021



<b>Full name:</b>	Cigna Life Insurance New Zealand Limited ("Cigna")
<b>Address:</b>	PO Box 24 031 Wellington 6142 New Zealand Level 24 Majestic Centre Willis Street Wellington
<b>Phone:</b>	0800 900 047
<b>Email:</b>	<a href="mailto:contactus.nz@cigna.com">contactus.nz@cigna.com</a>
<b>Website:</b>	<a href="http://www.cigna.co.nz">www.cigna.co.nz</a>

This disclosure statement is effective from 15 March 2021.

## Important:

This statement provides information about Cigna's Contact Centre Consultants. It is important that you read this so that you can determine whether this service is suitable for you.

## Licensing Information

Cigna is a Financial Advice Provider ("FAP") for the purposes of the Financial Markets Conduct Act 2013 ("the Act").

Cigna holds a transitional FAP licence issued by the FMA under Section 398 of the Act to provide a financial advice service.

Our contact centre consultants are engaged as nominated representatives under our FAP. Cigna takes responsibility for the financial advice services provided by our contact centre.

## Our products and services:

We offer a range of insurance products. These are pure risk insurance products that do not involve any form of savings or investments.

Products we offer, in relation to which advice is given, may be branded Cigna or branded with our affinity partners' names.

## The products include:

- › Term Life Insurance underwritten by Cigna
- › Funeral Cover Insurance underwritten by Cigna

## Nature and scope of the advice

We will discuss and agree the scope of the advice service that you need – whether it be no advice or product specific advice. Personalised advice tailored to your circumstances will require a referral to another advice service channel.

In providing you with financial advice, we will only consider the product(s) you have chosen. Our contact centre nominated representatives do not provide personalised advice that considers all insurance options tailored to your circumstances.

## Duties:

Cigna and our nominated representatives have duties outlined in sections 431I, 431K, 431L and 431M of the Financial Markets Conduct Act 2013 relating to the way advice is provided. We are required to:

- › Meet the standards of competence, knowledge and skill set out in the Code of Professional Conduct for Financial Advice Services (designed to make sure that we have the expertise needed to provide you with advice); and
- › Give priority to your interests by taking all reasonable steps to make sure our advice is not materially influenced by our own interests; and
- › Exercise care, diligence and skill when providing you with advice; and
- › Meet the standards of ethical behaviour, conduct and client care set out in the Code of Professional Conduct for Financial Advice Services (designed to ensure you receive suitable advice from us).

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

## Fees

We do not charge fees, expenses or any other amount for the advice our nominated representatives provide.

## Conflicts of interest and Commissions or other incentives

In some cases Cigna is paid a commission for sales through our affinity partners. Although Cigna is paid a commission, we have a duty to ensure that our customers come first. We do not operate on volume-based or soft commissions and our nominated representatives are not incentivised to sell any products.

Our nominated representatives are paid by a salary and don't receive commissions on the sales they make. They may receive other payments linked to various internal performance criteria. These payments are subject to regular quality assurance checks to ensure meeting our quality and service standards.

## If you have a problem:

### How to make a complaint

If you aren't happy with the advice or service we have provided, you can contact us to make a complaint:

- › By telephone to our Customer Care Team (0800 900 047)
- › By email at [ComplaintsAndQuality.NZ@Cigna.com](mailto:ComplaintsAndQuality.NZ@Cigna.com)
- › Through the online form on our website at [www.cigna.co.nz/contact-us?form=2](http://www.cigna.co.nz/contact-us?form=2).

There is no requirement for a complaint to be in writing before we will investigate your concerns.

### Overview of our internal complaints process

Cigna is committed to resolving complaints at the first point of contact, however we recognise that this is not always possible. In these circumstances, we follow a more formal internal escalation process where the complaint is passed on to our Customer Resolution Team.

Once a complaint is received, by one of the methods outlined above, we will formally acknowledge it within two business days and undertake an initial investigation into the concerns raised. We aim to resolve all complaints within 10 business days from the date that the complaint is received. Some complaints may be more complex and take longer to resolve. In these cases, we will keep you involved throughout the process. This includes providing an estimated timeframe for resolution.

Once we have completed our investigation and finalised the outcome in relation to each complaint, we will notify you of our findings, any actions taken, or that will be taken to rectify the situation and/or prevent recurrence.

You have a right to contact Cigna and request an update on the status of your complaint at any stage of the process until resolution.

## Dispute Resolution Scheme

If our Complaints Resolution team can't resolve your issue through our internal complaints process, and no agreement is reached, you can contact the Insurance and Financial Services Ombudsman (IFSO).

IFSO is a free, independent dispute resolution service which Cigna is a member of. This service may help investigate or resolve your complaint. Cigna is bound by any decision made by IFSO.

## IFSO contact details:

### Address:

PO Box 10 845  
Wellington 6143

### Phone:

0800 888 202

### Email address:

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

## Who licenses and regulates Cigna:

For the purposes of our financial advice services and products, Cigna is licensed and regulated by the Financial Markets Authority (FMA). You can obtain information about financial advisers from the FMA; you can also report information about Cigna or its nominated representatives to the FMA:

### Address:

Financial Markets Authority  
PO Box 1179  
Wellington 6140

### Phone:

0800 434 566

### Website:

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

Cigna is registered on the Financial Services Providers Register. You can check our status on the register at [www.fspr.govt.nz](http://www.fspr.govt.nz)

# Contact Centre Nominated Representative - About us

## My role

As a nominated representative, my role is to provide you with information and advice on products that you have determined are the appropriate insurance option for you. We may gather general information from you for the purpose of advising about the product, e.g. amount of cover, but the advice does not extend to determining whether the product is the appropriate insurance option. If you need or would like advice that is based on your individual needs and circumstances and considers all of your insurance options, you should choose a personalised advice service.

## Confidentiality & Privacy

We appreciate that as a customer, you trust us with your personal information and we take your privacy very seriously. Any information you provide will be kept confidential and will be securely held. In handling your personal information, we will always comply with the Information Privacy Principles under the Privacy Act and, where applicable, any policies and codes of industry groups to which we belong. To administer, manage and monitor any services provided to you, we may need to disclose your information to or make enquiries about you from carefully selected third parties that we have an ongoing relationship with, and who are subject to confidentiality obligations. For further information, please see our full privacy policy on our website [www.cigna.co.nz/privacy](http://www.cigna.co.nz/privacy) or contact us on 0508 464 999.

## What can you expect from me, as a nominated representative?

- › Good quality, suitable financial advice that puts your interests first.
- › Guidance in completing any paperwork for the products you select.
- › Compliance with all applicable laws relating to the financial advice I provide you.
- › Confidentiality in regard to all information you provide me with unless I am required by law to disclose it or you give me authority to do so.

## What do I expect from you?

- › Upfront and accurate disclosure - don't forget to give me any information that is known to you or that you think could be relevant to the products you select and any subsequent application. Without accurate information, I won't be able to provide you with advice that is suitable.
- › Don't forget that you are responsible for the accuracy of any documents relating to your application.