

## AMP QFE Disclosure Statement – Nominated Representatives

### Category 2 Products

#### Contact details

AMP Services (NZ) Ltd (“AMP” or “We”)  
PO Box 55, Shortland Street  
Auckland 1140  
AMP Centre  
29 Customs Street West, Auckland  
0800 808 267  
service@amp.co.nz

This disclosure statement was prepared on 22 June 2015.

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

The information contained in this disclosure statement will help you decide which financial adviser to choose.

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

#### What sort of adviser are We?

We are a Qualifying Financial Entity (“QFE”).

This means that We are licensed to take responsibility for the financial adviser services provided by advisers that are employed or nominated by us (“**QFE Advisers**”). This includes making sure that QFE Advisers exercise care, diligence and skill in providing financial advice to you. QFE Advisers do not have to be individually registered or authorised.

You can check our QFE status and whether any other entities are part of the QFE Group on the Financial Service Providers Register at [www.fspr.govt.nz](http://www.fspr.govt.nz).

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

Our QFE Advisers provide financial advice on the following types of Category 2 financial products, which are provided by our related companies:

- Life insurance policies – AMP Lifetrack and AMP Risk Protection Plan

Our QFE Advisers also provide financial advice on the following types of Category 2 financial products provided by third parties who have been approved by us:

- Life insurance policies
- Health insurance policies
- Lending (including AMP Home Loans)
- General (including AMP General Insurance) and travel insurance policies

Our QFE Advisers may also provide class advice in relation to the AMP KiwiSaver Scheme (a Category 1 financial product).

The specific products within these categories that our QFE Advisers can advise on may vary. Your QFE Adviser will notify you of any restriction.

Our QFE Advisers cannot provide:

- financial advice about financial products other than those set out above
- an investment planning service
- licenced services or Discretionary Investment Management Services

If you need these services We can refer you to one of our Authorised Financial Advisers.

#### Other licensed services We provide

In addition to being a QFE, AMP is also licensed by the Financial Markets Authority (FMA) to provide Discretionary Investment Management Services from 31 August 2015.

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

If you have a problem, concern or complaint about any part of the services We provide, in the first instance you may contact us by phone, email, or by writing to us at the address above.

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 & Savings Ombudsman Scheme (to be known as the Insurance & Financial Services Ombudsman Scheme from 1 November 2015).

This service is free, and will help us resolve any disagreements. You can contact the Insurance & Savings Ombudsman Scheme / Insurance & Financial Services Ombudsman Scheme at:

PO Box 10-845, Wellington, 6143  
04 499 7612 or freephone 0800 888 202  
[info@ifso.nz](mailto:info@ifso.nz)

#### Who licenses and regulates us?

The FMA. You can report information about us or our QFE Advisers to the FMA (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 FMA for more information about financial advisers. You can contact the FMA at:

PO Box 1179, Wellington 6140  
04 472 9830 or freephone 0800 434 567  
[www.fma.govt.nz](http://www.fma.govt.nz)