

DISCLOSURE STATEMENT

This Disclosure Statement provides you with important information about the financial advice services provided by MGM Care Limited (“MGM Care”, “we”, “us” and “our”). This Disclosure Statement was updated on 1st December 2025.

About Us

Financial Advice Provider: MGM Care Limited

Address: Parkview Tower, 4th Floor, 21 Putney Way, Manukau City Centre, Auckland 2104

Phone: [0800 646 227](tel:0800646227)

Email: admin@mgmcare.co.nz

Website: www.mgmcare.co.nz

Licensing Information

MGM Care Limited (FSP1007435) holds a licence issued by the Financial Markets Authority to provide financial advice services.

Nature and Scope of Advice

MGM Care Limited provides advice to our clients about life and health insurance. Our financial advisers provide financial advice in relation to these products.

In providing you with financial advice, we will only consider existing term life, trauma, income protection and health insurance policies. We will not provide advice on existing whole of life or endowment products, so you will need to consult a specialist if you would like advice on those products.

Insurers we use

We only provide financial advice about products from certain providers:

- AIA
- Partners Life
- Chubb Life
- nib

Products we provide

The types of financial products we can give advice on are:

- Life insurance
- Income protection cover
- Mortgage repayment cover
- Medical or health insurance
- Critical conditions or trauma cover
- Total permanent disablement cover

Duties

MGM Care Limited, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 in terms of how 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. We follow a 6-step advice process when providing personalised financial advice which is based on your individual goals and needs.
- 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>.

Fees and Expenses

MGM Care Limited does not charge fees, expenses, or any other amount for the financial advice provided by our advisers to our clients. We are remunerated by a percentage of commissions from insurance providers.

Remuneration

Typically, we are remunerated by way of commissions received directly from product providers as demonstrated in the remuneration table.

REMUNERATION TABLE				
			UPFRONT	ONGOING PAYMENT
Risk Insurance	Commission	AIA, Chubb Life, nib and Partners Life	20-230%	3-33%
Health Insurance	Commission	AIA, nib and Partners Life	30 – 140%	5-15%

Conflict of Interest

On acceptance of an insurance application by the insurer, we usually receive commission from the applicable insurer. The commission is generally an upfront commission, but we may also receive a renewal commission. The upfront commission is calculated as a percentage of the first year's premium that you will pay. A renewal commission is calculated as a percentage of the premium that you pay for each year the policy is in force. The percentages that each insurer uses to calculate upfront and renewal commissions vary depending on product type and fee structure.

We manage the conflicts of interest arising from this commission by:

- Following an advice process that ensures we understand your needs and goals so that we always recommend the best product for you regardless of the type and amount of commission we will receive.
- Ensuring the amount of any insurance cover is in accordance with your identified needs.
- Providing you with the table showing commission rates and types by product provider.
- Undertaking regular training on how to manage conflicts of interest.

Complaints handling and dispute resolution

We value the ability of our clients to provide feedback about the service they have received as well as the opportunity to put it right when they are unhappy with any aspects of our service.

If you would like to raise concerns about the service you have received, we have an internal complaint process that we will follow when we receive your formal complaint.

Our internal process involves:

- Acknowledging your complaint within 2 working days.
- Informing you how we will address the complaint.
- Gathering any information that will help us resolve the complaint.
- Providing a formal written response within 28 days of acknowledging your concerns.
- If we can't agree on a solution, we will send you a letter of deadlock.

If you would like to make a complaint, you may contact us through:

Phone number: [0800646227](tel:0800646227)

E-mail Address: admin@mgmcare.co.nz

Website Complaints page: <https://www.mgmcare.co.nz/complaints/>

If we are unable to address your concerns, you can contact our dispute resolution scheme, at no cost to you:

Scheme: Financial Dispute Resolution Service

Address: Freepost 231075, P O Box 2272, Wellington 6140

Telephone number: [0508 337 337](tel:0508337337)

Email address: enquiries@fdrs.org.nz