

Important information about Momentum Life

Effective from 15 March 2021

Our contact details

Full Name: Momentum Life Limited

Trading Name: Momentum Life

Post: PO Box 99892, Newmarket, Auckland 1149

Phone: 0800 108 108

Email: customercare@momentumlife.co.nz

Limits on the service we can provide for you

It is important that you read this information:

It provides important information about the representatives of Momentum Life who provide services to you.

Momentum Life Limited is the insurer of Momentum Life insurance products. Momentum Life is not licensed to provide financial advice. Therefore, we cannot provide recommendations, opinions or guidance to retail customers in relation to acquiring or disposing of Momentum Life insurance products or any other financial advice product.

Our website and our representatives provide information about Momentum Life insurance products to help you make a decision about whether or not to take out a Momentum Life policy, but you should always read the policy documents and seek independent financial advice if you are in any doubt about the suitability of any Momentum Life policy for you.

How are we regulated?

Momentum Life Limited is licensed as an insurer in New Zealand, and is regulated by the Reserve Bank of New Zealand. All representatives of Momentum Life act in accordance with the requirements of the Financial Markets Conduct Act 2013, and the Financial Markets Authority (FMA) as the regulator under that Act. As noted above, our representatives are not authorised to provide financial advice. You can report information about

our Momentum Life representatives to the FMA, at the address below.

Financial Markets Authority contact details

Post: PO Box 1179, Wellington 6140

Phone: 0800 434 566

Website: www.fma.govt.nz

Momentum Life is registered on the Financial Service Providers Register. You can check the status of the entities on the register at www.fspr.govt.nz.

Resolving a problem

We're committed to providing our customers with the highest level of service possible (within the constraints of our no advice service), although we understand there may be times when you encounter a problem. If you are at all unhappy with the service you have received, please call us immediately on 0800 108 108.

In many cases, your issue may be resolved straight away by our Customer Care Representatives. However, if they can't resolve the issue, our Customer Care Manager will personally take on your case.

Alternatively, you are welcome to put your concern in writing. We will undertake a thorough investigation of your concern and inform you of the results.

More information about our complaints handling process can be found at www.momentumlife.co.nz

The Insurance and Financial Services Ombudsman (IFSO)

The IFSO is a free, independent service for resolving insurance and financial disputes. Momentum Life is a member of the IFSO. Helpful information concerning the IFSO and their role in complaint resolution can be found on their website www.ifso.nz.

IFSO contact details

Post: PO Box 10-845, Wellington 6143

Phone: 0800 888 202

Email: info@ifso.nz