ONA | Insurance Brokers

ONA Insurance Brokers Disclosure Statement

Version 2 · 2026

Important information about our business

ONA Insurance Brokers Limited holds a Financial Advice Provider licence issued by the FMA to provide financial advice services. ONA Insurance Brokers Limited Financial Services Provider Number is FSP1009220.

Our office contact details

ADDRESS	68 Kopuru Road, Whenuapai, Auckland 0618
PHONE	021 446 173
EMAIL	info@onainsurance.co.nz
WEBSITE	www.onainsurance.co.nz

Nature and scope of financial advice services

OUR SERVICES	• Business Risk Insurance • Personal Risk Insurance • Group Scheme Insurance
PRODUCTS WE CAN PROVIDE FINANCIAL ADVICE ABOUT	• Personal and Group insurance – Life Cover – Trauma / Critical Illness Cover – Monthly Disability Cover – Health / Medical Cover • Business Risk Insurance – Shareholder Buy-Out Cover – Debt Protection – Loss of Key Person
PRODUCT PROVIDERS WE MIGHT RECOMMEND	• AIA • Asteron Life • CHUBB Life • Fidelity Life • Partners Life • Southern Cross • Monument Life

Our fees

While we do not charge a fee for our advice, Insurance Companies will pay us a commission if you decide to take up our advice and your policy is accepted. I may charge you for the financial advice that I provide if you cancel your health or life insurance policy within the first two years of its inception. Please see below for the fees tier structure:

- Policy is cancelled within the first 6 months of issuance: $1,000
- Policy is cancelled within the 7th month and the 12th months of issuance: $750
- Policy is cancelled within the 12th month and the 24th months of issuance: $400

Commissions

For services in relation to insurance products, commissions may be paid by the product provider as follows:

INITIAL COMMISSION	A percentage of insurance premiums; commission percentage can vary from 0–230% of the annualised premium depending on the type of commission structure applied to the policy.
ONGOING SERVICE COMMISSION	A percentage of insurance premiums; renewal or trail commission can vary from 0–30% of annualised premium depending on the commission applied to the policy.

Conflicts of interest or other incentives

I am paid commissions by Insurance Companies when a policy goes into force and at the annual renewal of a policy.

I ensure that I prioritise your interests by following an advice process that considers your circumstances and goals. A thorough comparison of suitable products and services available to meet your needs is completed during this process to support our recommendations.

I also undergo annual training on how to manage any conflicts of interest.

ONA Insurance Brokers Limited is subject to a yearly audit and compliance reviews to ensure we meet our obligations while doing right by our clients.

How we manage any conflicts of interest

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- All our advisers undergo annual training about how to manage conflicts of interest.
- We maintain registers of conflicts of interest and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review.

Our duties and obligations to you

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Conduct
- Give priority to the clients' interest, and
- Exercise care, diligence and skill, and
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.

Your duties and responsibilities

- Provide accurate and honest information relating to all aspects of the advice process and insurance application.

Our internal complaints process

If you have a problem, concern, or complaint about any part of our advice or service, please tell us so that we can try to fix the problem.

Please direct all complaints to info@onainsurance.co.nz and will reply to you within 24 hours.

Our internal complaints handling process is as follows:

1. Lodge the complaint into our register
2. Conduct an initial review to prioritise the complaint and decide if it requires escalation or can be resolved informally.
3. Confirm these details with the client, offering a proposed resolution.
4. If a resolution is not reached, suggest escalating the complaint to our Dispute Resolution Scheme (DRS).

Our external complaints process

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme: Financial Services Complaints Limited (FSCL). This service will cost you nothing and will help us resolve any complaints.

You can contact Financial Services Complaints Limited:

ADDRESS	Financial Services Complaints Limited, Level 4, 101 Lambton Quay, Wellington 6011
PHONE	0800 347 257
EMAIL	complaints@fscl.org.nz