

Disclosure Statement
Eric James and Associates
Qualifying Financial Entity (QFE)

About this Disclosure Statement

This disclosure statement was prepared on: 6th November 2018

It is important that you read this document

The information provided in this Disclosure Statement is important. It describes the financial adviser services that the Eric James and Associates QFE provides and will help you choose a financial adviser that best suits your needs.

Contact Details

Eric James and Associates QFE

Address: 5/211 Ferry Road, Christchurch 8011

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Fax number: (03) 977 4401

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Website: www.ericjames.co.nz

How can we help you?

This Disclosure Statement relates to our QFE Advisers who are contracted to Eric James and Associates. As part of our terms and conditions we are only able to offer advice on Category Two products as defined by the Financial Advisers Act 2008.

Our QFE Adviser can give you advice on Insurance Products such as;

Medical insurance - Trauma cover - Mortgage Protection - Key person protection insurance
- Life cover - Income Protection - Permanent Disability - Business overheads cover.

Our QFE advisers may only provide advice in respect of products with which we hold agencies with and/or are on our preferred product provider list as stated in our Risk Needs Analysis document.

What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of our service, please tell Eric James & Associates so that Eric James & Associates can try to fix the problem.

If we cannot agree on how to fix the issue, you can contact "FSCL" Financial Services Complaints Limited resolution scheme.

This service will cost you nothing, and will help us resolve any disagreements. You can contact the Financial Services Complaints Limited resolution scheme at:

Address: PO Box 5967 Lambton Quay, Wellington 6145

Telephone number: 0800 347257

Email address: info@fscl.org.nz

How are we regulated by the Government?

As a QFE we are responsible for the advice provided by our QFE Advisers.

You can check our QFE registration at <http://www.fspr.govt.nz>

The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under **What should you do if something goes wrong?**).