BUSINESS	M&C Risk Partners Limited t/a Better Insurance
FSP NUMBER	FSP1012730
NZBN	9429053671981
EDR SCHEME	FSCL membership no. 9697

Disclosure statement

This is the publicly available information for M&C Risk Partners Limited, trading as Better Insurance. It explains who we are, the advice we provide, how we are paid, the conflicts that can arise, our duties and how to raise a complaint.

Better Insurance provides insurance broking and financial advice services in New Zealand. Before we provide regulated financial advice to a retail client, we will provide the disclosure information required at the relevant stage of the advice process.

Who we are

Better Insurance is the trading name of M&C Risk Partners Limited, a New Zealand limited company. Our company number is 9428918 and our NZBN is 9429053671981.

We are an insurance broker. We arrange personal and commercial insurance across a range of products, and provide related advice services.

Our licensing

Better Insurance is the trading name of M&C Risk Partners Limited, which holds its own Class 2 Financial Advice Provider licence issued by the Financial Markets Authority, granted on 2 July 2026. We provide our regulated financial advice service under that licence.

M&C Risk Partners Limited is the licence holder and is responsible and accountable for the regulated financial advice service we provide.

We are registered on the Financial Service Providers Register. Our Financial Service Provider number is FSP1012730. You can check our registration on the Financial Service Providers Register at fsp-register.companiesoffice.govt.nz.

The adviser who helps you will give you information about themselves, how they are paid and any conflicts, before they give you advice and again when required.

How to contact us

You can reach us by email at hello@betterinsurance.co.nz. We are based in Auckland, New Zealand.

The nature and scope of our advice

We give advice about general insurance. We arrange both personal and commercial cover. The products we can advise on include:

- home, contents and private motor cover;
- lifestyle assets such as boats, motorcycles, caravans, motorhomes, classic vehicles, travel and pet cover;
- business cover such as material damage, business interruption, commercial motor, marine cargo and goods in transit, rural and farm packages, contract works and cyber;
- liability cover such as public liability, statutory liability, professional indemnity, directors' and officers' liability, employers' liability and crime or fidelity cover.

We recommend cover based on your needs and circumstances, not on whoever pays us the most.

Unless we tell you otherwise in writing, we do not provide legal advice, tax advice, accounting advice, valuation advice, investment advice, KiwiSaver advice or mortgage advice.

How our advice process works

1 **Agree the scope**
We agree what you need advice on and how we will work together.

2 **Understand your situation**
We build a picture of your circumstances, assets and the risks that matter.

3 **Analyse and quote**
We assess the options and gather quotes from the insurers we can access.

4 **Recommend and discuss**
We present our advice, explain the reasons behind it and answer your questions.

5 **Put cover in place**
Once you decide, we arrange the cover you have agreed to.

6 **Review each year**
We check in before renewal and whenever your circumstances change.

The cycle repeats each year, and sooner if your circumstances change.

Product providers we work with

Better Insurance is a member of the Steadfast broker network. Through that membership, we can access insurer arrangements, underwriting agencies and services available to members. These arrangements may include negotiated policy terms or enhancements. We assess the options available to us against the scope agreed with you. We will tell you about any material relationship, market limitation or other factor relevant to our recommendation.

For some types of cover we work with a single insurer. Where that is the case, your adviser will tell you before giving advice and confirm it in writing, so you can decide on that basis.

A current list of the insurers and underwriting agencies we work with is available on request but also include:

- 360 Underwriting - Underwritten by AIG
- AIG
- Ando - Underwritten by Hollard Insurance, Certain Underwriters at Lloyds

- Allianz
- Berkshire Hathaway Specialty Insurance Company (BHSI)
- Chubb
- Classic Cover - Underwritten by IAG
- Delta - Underwritten by Certain Underwriters at Lloyds, Allied World Insurance and others as advised on your documentation
- Star Insurance - Underwritten BHSI
- DUAL - Underwritten by Certain Underwriters at Lloyds, Allied World Insurance and others
- MECON - Underwritten by AIG
- QBE
- Vero Insurance New Zealand (Suncorp)
- Zurich

Limits on our advice

Our advice is based on the information you give us, the questions we ask, the products available to us and the scope we agree with you.

We may not compare every insurance product available in New Zealand. Some insurers sell directly to customers and may not be available through brokers. Some insurers may decline to quote, restrict cover, change terms or withdraw products.

If our advice is limited to certain insurers, product types, a particular renewal, a specific risk or a particular market exercise, we will tell you.

Fees and how we are paid

Most of our income is paid by insurers as commission, calculated as a percentage of your premium.

If you take out insurance on our advice, the insurer pays us a commission. It is calculated on the premium, excluding government levies and GST, and the rate depends on the insurer and the type of cover.

For personal insurance, commission is between 0% and 20% of the premium.

For commercial insurance, it is between 0% and 26%.

Your adviser will tell you the actual commission that applies before you proceed, and it is set out in your written advice.

We also charge two fees:

- A service fee for the advice we give you, for putting covers in place and the wider ongoing support we provide to our clients. We will tell you the exact amount in writing before you decide.
- A documentation fee, a fixed charge for preparing and issuing your documentation per transaction.

Where they apply, they will be shown separately on your invoice documents.

Our fees and our commission are calculated on the premium only. We do not charge them on government levies or on natural hazards cover. The Fire and Emergency levy and the Natural Hazards Insurance levy are shown separately on your invoice and are passed on to you at cost.

From time to time, insurers may give us minor non-monetary benefits such as events, hampers, or training and conference subsidies.

We do not provide advice on premium funding, but do have referral arrangements with premium funders. If you choose to pay your premium by instalments through a premium funder rather than in one payment, the funder charges interest and takes a power of attorney over your policy, which means they can cancel the policy if an instalment is missed. The funder may pay us a commission of the amount funded and we will disclose those costs before you enter any premium-funding arrangement and also the other terms of the arrangement.

Before we provide advice, and again when required by law, we will explain any fees, expenses, commissions, incentives or other amounts that may apply. Where the exact amount is not known at the start, we will explain how it will be calculated or estimated.

Conflicts of interest

Conflicts may arise because:

- insurers may pay us commission;
- different insurers may pay different commission or provide different support;
- we may have agency, network or market-access relationships with insurers or broker networks;
- we may receive referrals from, or refer clients to related parties;
- we may be paid fees by clients while also receiving commission from insurers.

We work alongside referral partners, and many of our clients are referred to us by them. If you are referred to us by a referral partner, our relationship with them does not change our duty to give priority to your interests, and you are free to use any insurance broker you choose.

When you appoint us as your broker, we act for you, and our relationship with you is a seperate relationship to that of the one you have with your referrer.

Referral partners may receive a consideration for referring us clients and we may share information with them in line with our privacy policy. The consideration may be a portion of our revenue from arranging your insurance, but this does not increase or affect the fees we charge to you.

To make sure our advisers put your interests first, we:

- give priority to the client's interests;
- provide ongoing training regarding conflicts of interest and conduct;
- follow an advice process focused on the client's needs, risks and objectives;
- avoid volume or quota commitments that would tie us to any single insurer;
- tell you the range of insurers your advice covers, including where, for a particular type of cover, we have access to a single insurer;
- assess each recommended product against your needs using objective product information;

- keep registers of conflicts of interest and of gifts and incentives, and review them regularly;
- do not recommend a product only because it pays us more.

Our duties

When giving regulated financial advice to retail clients, we and the people who give advice on our behalf have duties under the Financial Markets Conduct Act 2013. We are required to:

- give priority to your interests by taking all reasonable steps to make sure our advice is not materially influenced by our own interests;
- exercise care, diligence and skill in giving you advice;
- take reasonable steps to make sure you understand our advice, including its risks and any limits on its scope;
- meet the standards of competence, knowledge and skill in the Code of Professional Conduct for Financial Advice Services;
- meet the standards of ethical behaviour, conduct and client care in that Code.

This is a summary. More information is available by contacting us, or from the Financial Markets Authority at fma.govt.nz.

Reliability history

Neither M&C Risk Partners Limited nor any of our financial advisers has been the subject of a reliability event that would materially influence your decision to seek advice from us. A reliability event can include relevant disciplinary action by the Financial Markets Authority or a professional body, certain criminal convictions, relevant civil or legal proceedings or, for an adviser, being discharged from bankruptcy within the last four years.

Complaints

If you are not satisfied with our service or advice, please contact Better Insurance first so we can investigate and try to resolve your complaint. Read our complaints process.

You can make a complaint by email at complaints@betterinsurance.co.nz.

External review, if needed

If you are not satisfied with our response, or we have been unable to resolve the complaint, you may contact Financial Services Complaints Limited (FSCL), our independent external dispute resolution scheme. The service is free.

- Financial Services Complaints Limited (FSCL)
- Phone 0800 347 257
- Email complaints@fscl.org.nz
- PO Box 5967, Wellington 6140
- fscl.org.nz

Our FSCL membership number is 9697.

Privacy

We collect, hold and use your personal information in line with the Privacy Act 2020. Our Privacy Policy explains what we collect, why, who we share it with, how long we keep it and your right to see and correct it.

Some of your information may reach us from Better Finance when you are referred to us. Our privacy policy explains how that works.

Requesting this information

This form is available online, and can be downloaded free of charge, at any time using the link below.

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