

#37

COMPLETE

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Q1 Overall, do you agree or disagree with [standard 1] and proposed commentary? **Neither agree nor disagree**

Q2 Please provide any comments on [standard 1] and the proposed commentary.

How about language proficiency? There are clients who can't understand and speak proper English. How do the regulators handle this??

How do you define vulnerable clients? Age, Education Level, Language proficiency, knowledge??

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Q3 Overall, do you agree or disagree with [standard 2] and proposed commentary? **Neither agree nor disagree**

Q4 Please provide any comments on [standard 2] and the proposed commentary.

Stop inducement, rebates and cash back from insurers and advisers. These are bad practices and will cause harm and damage to the industry plus these are not putting clients' interest in the first place.

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Q5 Overall, do you agree or disagree with [standard 3] and proposed commentary? **Neither agree nor disagree**

Q6 Please provide any comments on [standard 3] and the proposed commentary. **Respondent skipped this question**

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Q7 Overall, do you agree or disagree with [standard 4] and proposed commentary? **Neither agree nor disagree**

Q8 Please provide any comments on [standard 4] and the proposed commentary. **Respondent skipped this question**

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Q9 Overall, do you agree or disagree with [standard 5] and proposed commentary?

Neither agree nor disagree

Q10 Please provide any comments on [standard 5] and the proposed commentary.

Respondent skipped this question

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Q11 Overall, do you agree or disagree with [standard 6] and proposed commentary?

Agree

Q12 Please provide any comments on [standard 6] and the proposed commentary.

Respondent skipped this question

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Q13 Overall, do you agree or disagree with [standard 7] and proposed commentary?

Neither agree nor disagree

Q14 Please provide any comments on [standard 7] and the proposed commentary.

The complaint should be forward to the firms and insurers and let them investigated. If they can't, then these will be forwarded to the Regulators.

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Q15 Overall, do you agree or disagree with [standard 8] and proposed commentary?

Agree

Q16 Please provide any comments on [standard 8] and the proposed commentary.

Respondent skipped this question

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Q17 Overall, do you agree or disagree with [standard 9] and proposed commentary?

Neither agree nor disagree

Q18 Please provide any comments on [standard 9] and the proposed commentary.

Still there must be an entry examination such as Capital Markets & Financial Advisory Services EXamination...

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Q19 Overall, do you agree or disagree with [standard 10] and proposed commentary? **Disagree**

Q20 Please provide any comments on [standard 10] and the proposed commentary.

There should be mandatory training to be attended by advisers and the regulators must conduct courses and classes. If not what is FMA doing???

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Q21 Overall, do you agree or disagree with [standard 11] and proposed commentary? **Neither agree nor disagree**

Q22 Please provide any comments on [standard 11] and the proposed commentary.

Honestly New Zealand Certificate in Financial Services (level 5) is no big deal. Other parts of the world need a Certified Financial Planner qualification in order to design and plan.

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Q23 Overall, do you agree or disagree with [standard 12] and proposed commentary? **Disagree**

Q24 Please provide any comments on [standard 12] and the proposed commentary.

You need to be a Certified Financial Planner qualification in order to plan

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Q25 Is there anything missing from the draft Code? **Yes**

Q26 If you answered yes, what is missing?

Lots of things...maybe you guys can take a look at other countries FAA and FAR..like Australia and Singapore..

Q27 Do you have any feedback on the examples, or suggestions on other examples that should be included in the draft Code? **Respondent skipped this question**

Q28 Is there anything else you want to say? **Respondent skipped this question**

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Q29 Name

s
n/a

Q30 Your role or professional title

Manager

Q31 Individual or organisational submission

This is an individual submission and not on behalf of an organisation

Q32 If you give financial advice...

I am not an AFA, RFA or QFE adviser

Q33 My organisation or I give the following types of advice...

My organisation or I do not give financial advice

Q34 Organisation Name

Not needed

Q35 Type of organisation

Other (please specify):
From overseas

Q36 Size of organisation

Large firm (50+ staff)

Q37 If there are other things we should know about you or your business that would provide context to your answers, please provide details below.

Not applicable

Q38 Please indicate whether your submission contains any information that is confidential or whether you do not wish your name or any other personal information to be included in a summary of submissions.

No names to be disclosed and mentioned

Q39 Please provide your contact details (email and/or phone number) This is the only question that requires an answer. This information would not be released publicly. We may get in touch with you in order to help us understand particular points from your submission.

s 9(2)(a)

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