



Evolve Group Limited t/a EVOLVE Advice Policy

I am committed to ensuring good customer outcomes and follow an advice process that demonstrates how my business puts my customers interests first. I follow an advice process that is designed to ensure we meet all of my obligations under the Code of Professional Conduct for Financial Advice Services.

Only Advisers that have the necessary competence, knowledge and skill are permitted to give financial advice on behalf of Evolve Group Limited. Following 15 March 2021, any new financial adviser must have the NZ Certificate in Financial Services Level 5. All financial advisers must have the level 5 qualification prior to March 2023.

Our Advisers are in the process of getting qualified with the NZ Certificate in Financial Services Level 5. While they are completing this, they are legally allowed to give financial advice.

Evolve Group Limited Advisers must always follow a 6-Step Advice Process unless otherwise instructed by the client. This helps to ensure that our client's needs are met and that the advice will be fit for purpose. Where the client is adamant that they do not want to provide information, they must be made aware of the risks and have it clearly communicated in the recommendation and noted on file.



The Process

The 6-step Advice Process

1. Scope of Service

- Outline and agree on the Scope of Service (SoS):

Outline the services I can provide and document those areas that it is agreed I will help the client with. Any limitations to the service are outlined as well as the risks of declining to go through a complete needs assessment. This is documented in the Scope of Service form which is signed by all parties

- Provide Disclosure:

Provide the required disclosure information to the client when agreeing on the scope. This includes the service limitations, providers that I work with, registration details, conflicts of interest (including commission) and how they are managed.

2. Needs Analysis

- Conduct a full risk and needs analysis:
 - Get a complete understanding of the client's situation, risks and requirements.
 - Document this by completing a Client Needs Analysis or taking all required notes in a journal.
 - File note any meeting details that need recording as an influencing factor to the service or advice we are providing to the client.
 - Upload the Client Needs Analysis or pages from the journal to the CRM and/or client iCloud file.
 - Collect a copy of all policy documents or latest policy schedules for any existing policies that the client has:
 - If I am unable to confirm the current cover including current terms at the initial meeting, I ensure this is received prior to any cover being implemented. (this can be done by requesting the information from the client's current provider).

Note: The SoS and CNA must be uploaded and kept on the client file in the The Adviser Platform (TAP) CRM and/or iCloud client file regardless of whether the client proceeds with any of my services.

3. Analyse and Evaluate

- Based on the information gathered about the client during the fact finding process, we determine the types of cover that are best suited to the client's needs and calculate the level of each cover needed to achieve their desired outcome.
- Review all the companies available to me and evaluate which of the providers offers the cover most suited to the client's needs.
- If the client has existing cover, review their existing arrangements to confirm that the recommendation arrived at better meets their current needs and ongoing requirements.
- Use independent research provider Quote Monster to run a comparison purely for premiums only, where a client has requested cover based on premium.

4. Recommendation

- Prepare a written recommendation using my Statement of Advice template, outlining the recommendations to the client. This needs to include:
 - Complete summary table of the recommendation showing the cover types, structure and sums insured.
 - Reasoning behind how the recommendation was reached and how it meets the client needs.
 - Justification for the recommended provider.
 - Conflicts of Interest and commission that will be received should the client proceed with my recommendation.
 - My duties and obligations under the Code.
 - My Approved Dispute Resolution Provider and how to make a complaint if they are unhappy with my services.
 - Where the recommendation is to replace all or part of an existing policy, the SoA must include a comparison outlining:
 - Any differences in the level of cover and/or structure e.g. standalone vs. accelerated or level premium vs. stepped.
 - The benefits of putting in place the recommended cover that the existing cover does not offer. Any stated benefit must demonstrate how this compares to their existing cover.
 - Any risks or downsides such as conditions covered by the existing policy that are not covered by the recommended policy.
 - Where cover is being reduced, a comparative quote must be provided based on reducing the existing cover to the recommended amount. (If there is no agreement with the existing provider, there must be a statement informing the client they need to request this themselves).
 - State that the existing cover should not be cancelled until the recommended cover is in place.
- **If a comparison is not possible** (due to client refusal to provide documents, or being a product that is unavailable to me, the SoA must include:
 - A statement that outlines the limitations of the advice.
 - The risks of not undertaking a full comparison when going through the advice process.



- The general benefits or disadvantages of changing provider based on what is known about the client's existing provider and cover.
 - A statement confirming the clients understanding of the risks when not completing a full review and acceptance of those risks should they wish to proceed.
 - The importance of checking the details of the SoA are accurate and complete before proceeding.
 - An explanation of the next steps, underwriting process and importance of full disclosure.
- After presenting the recommendations, agree on an implementation plan with the client and ask them to sign an Authority to Proceed (ATP):
 - If the client accepts the recommendations as they are, ask them to sign the ATP as per the Statement of Advice.
 - If the client wishes to make changes to the recommendation before proceeding, ask them to sign the ATP based on the alternative cover and document the reasons for the changes, i.e. budget constraints, don't feel they need that type of cover, etc.
 - Where the communication has been online, the clients agreement may be provided via email.
 - Submit the SoA and ATP for loading onto the TAP CRM and/or iCloud client file along with any emails or file notes that are needed to document the advice process that was followed.

5. Implementation

- Have the client complete the application form
 - If the client is physically unable to complete the application themselves, I document that I have completed the application and the reasons why.
 - Stress and reinforce the importance of medical disclosure.
 - Where the client is unsure of details of a medical condition (or other relevant information), seek confirmation before the application is submitted (this may include asking the client to get a copy of their doctor's notes and/or ACC file).
 - If the advice is to replace an existing policy:
 - Reiterate any reduction or change of cover and ensure that the client understands.
 - Complete all documentation required by the provider for replacement business where cover is to be cancelled or reduced as a result of the advice and/or all cover cancelled within 6 months prior to the advice.



- Accept Terms
 - Standard Terms:
 - Have a conversation with the client to let them know that standard terms have been offered.
 - Confirm that there have been no changes since the application was completed, before notifying the provider of their acceptance.
 - If the client has experienced a medical event or there is a change to any of the answers provided in the application, assist the client with making the appropriate disclosure.
 - Where the client is verbally accepting terms, email a summary (or full terms) to the client to document the discussion.
 - Revised Terms:
 - Re-evaluate the advice and determine whether it remains the same or changes need to be made to the recommendation.
 - Explain the special terms to the client and let them know how it impacts the recommendations and what it means for any possible claim. This includes making a revised comparison between any existing cover that the client might have.
 - Confirm that there haven't been any changes since the application was completed before notifying the provider with details of what cover is being accepted.
 - If the client has experienced a medical event or there is a change to any of the answers provided in the application, assist the client with making the appropriate disclosure.
 - Email a summary of how the recommendation has changed and what the revised terms mean for any possible claim. Ask the client for an ATP based on these changes to the recommendation or cover terms. If this is not possible, any changes to the advice or cover should be clearly communicated and the client's understanding needs to be confirmed in writing.
- Upload all documentation involved with the implementation for loading onto the TAP CRM and/or iCloud client file. This includes file notes, application forms and a written record of any amended terms, altered recommendations and Advice on Replacement Business (AoRB) if applicable.



6. Review

- When reviewing an existing client's situation and requirements, my process mirrors that of dealing with a new client. This includes:
 - Disclosure (or confirmation that there has been no material change)
 - Scope of Service
 - Client Needs Analysis
 - Statement of Advice
 - Authority to Proceed
 - Application / Alteration forms

- Submit all documentation for loading onto the TAP CRM and/or iCloud client file. If the client's situation and requirements mean that no changes are recommended, this is documented. If a full recommendation document is not being completed, verbal advice is followed up with a summary email and submitted for loading onto the TAP CRM and/or iCloud client file, or saved on the Gmail portal.

How Compliance is Monitored

I engage with The Adviser Platform to review files from time to time, in order to have a third party review my advice to ensure that I am following the code as prescribed by the Financial Markets Authority.

Related Policies

Recordkeeping Policy – A copy of the policy is available on request

Vulnerable Client Policy – A copy of the policy is available on request

Version Control

This policy is reviewed on an annual basis and was last reviewed on February 23rd 2021.