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Insurance Adviser Disclosure Statement

This Disclosure Statement provides you with important information about the financial advice services provided by **Vega Protect Limited**, referred to in this document as **Vega, we and our**.

This Disclosure Statement was prepared on 17 June 2026.

About Us

Vega Protect Limited
FSP Number: 768375
Address: 152 Fanshawe Street, Auckland CBD, Auckland, 1010, New Zealand
Phone: 0800 834 253
Email: hello@vegalend.co.nz
Website: vegalend.co.nz

Licensing Information

Vega Protect Limited is authorised to provide financial advice services under a licence issued by the Financial Markets Authority to Vega Group Holdings Limited, FSP number 773794. The licence is subject to standard conditions imposed by the Financial Markets Authority.

Reliability

Vega Protect Limited and Vega Group Holdings Limited have not been subject to a reliability event. A reliability event is something that might materially influence you in deciding to seek financial advice from Vega. As an example, it would include legal proceedings against Vega or other matters required to be disclosed under the financial advice disclosure rules.

Nature and scope of my advice

Vega Protect is able to provide financial advice in relation to a range of personal, business, and group insurance needs, including advice on insurance products, levels of cover, policy structures, and insurer options to help meet your needs and objectives.

This may include advice on:

- Life insurance
- Income protection insurance
- Mortgage protection insurance
- Medical or health insurance
- Trauma cover
- Total and permanent disablement cover
- Group insurance and employee benefits
- Business risk insurance

Our advice is based on your personal circumstances, financial position, needs, and objectives, using the information you provide to us. It is limited to the insurers and insurance products that Vega is accredited to advise on and can access through Vega Protect Limited, which means we do not consider every insurer or every product available in the market.

The scope of our advice may also be limited by the purpose of the engagement or by any instructions you give us. For example, you may ask us to assist with a specific insurance need, a particular type of cover, or a limited group of insurers. Where this occurs, we will explain the limitation to you.

Insurers we have access to

insurance from a panel of approved insurers. The insurers we can currently use include those listed below. This list may change from time to time.

- **AIA**
- **Asteron Life**
- **Fidelity Life**
- **Partners Life**
- **Chubb Life**
- **NIB**
- **Unimed**
- **Momentum Life**

How it works

We will guide you through each step of the insurance advice process.

1. Meet with you to understand your circumstances, needs, and goals.
2. Gather relevant information and supporting documents.
3. Analyse your insurance needs and assess suitable types and levels of cover.
4. Research insurer and policy options that are suitable for your needs and circumstances.
5. Discuss the available options with you and, with your agreement, prepare and submit your application.
6. Support you through underwriting, insurer questions, exclusions, loadings, acceptance terms, and policy issue.
7. Provide advice and recommendations, taking into account the insurer's terms, conditions, premiums, policy features, exclusions, and cover structure.
8. Follow up after your policy is issued and offer ongoing reviews to help ensure your insurance arrangements continue to meet your needs and goals.

Our commitment to you

We are committed to providing clear, suitable, and practical advice based on your circumstances, needs, and objectives. We will explain our recommendations, outline any important limitations, risks, costs, exclusions, and implications, and support you through the advice and application process so you can make an informed decision.

How we are paid for our advice

Insurer commissions

On issue or acceptance of an insurance policy, Vega usually receives commission from the applicable insurer, unless the insurer does not pay commission.

The commission is generally an upfront commission and may also include renewal commission. Upfront commission is generally calculated as a percentage of the first year's premium. Renewal commission is generally calculated as a percentage of the premium you pay for each year the policy remains in force.

When we provide our advice and recommendations, we will also provide you with the amount and frequency of the commission we expect to receive or explain how it will be calculated where the exact amount is not known.

Fees and expenses payable by you

Any premiums, policy fees, charges, or expenses relating to your insurance application or insurance arrangements will be set out in the insurer's documentation and are payable by you directly to the insurer or relevant service provider.

We do not usually charge you a fee, expense, or any other amount for the financial advice we provide. However, in some circumstances, Vega may charge a fee for the advice and services provided. This is more likely where:

- the relevant insurer does not pay commission
- additional work is required outside the standard advice process
- you request advice that is limited to a specific insurer, product, or structure where commission is not available
- your advice needs are complex or require significant additional analysis

Any such fee will be discussed with you in advance and agreed before it is charged or is payable. The amount of the fee, the reason it is being charged, and the method of payment will be disclosed to you in writing.

Service-related fee

If your policy is cancelled, replaced, or materially reduced within 24 months of the policy start date, the insurer may require Vega to repay some or all of the commission Vega received in relation to your policy.

If this occurs, Vega may charge you a service-related fee to reflect the time spent providing advice, preparing the application, supporting underwriting, and arranging the policy. Any fee will be disclosed to you in writing and will be payable within 30 days of invoice.

Referral fees and other benefits

If we refer you to a third-party adviser or provider for a service outside the scope of our insurance advice, Vega may receive a referral fee, commission, or other benefit from that provider.

This may apply to referrals for services such as:

- Mortgage or lending advice
- Fire and general insurance
- KiwiSaver
- Investment advice
- Asset finance
- Foreign exchange services
- Other specialist or professional services

If Vega will receive a referral fee, commission, or other benefit in connection with a referral, we will disclose the nature of that arrangement to you. Where practical, we will also disclose the amount of the fee or the method by which it is calculated.

How we manage conflicts of interest

To help ensure we prioritise your interests, Vega follows an advice process designed to ensure recommendations are based on your individual needs, goals, and circumstances.

When providing advice, we will recommend insurance products, levels of cover, and policy structures that are suitable for your needs, objectives, and circumstances, regardless of the type or amount of commission we may receive. We will ensure that the amount and type of any insurance cover we recommend is consistent with your identified needs and circumstances.

Vega manages conflicts of interest through training, policies, supervision, advice reviews, and compliance monitoring. We will also disclose fees, commissions, referral fees, and other benefits as required, including the amount of those benefits or, where the exact amount is not known, how the amount will be calculated.

Our duties

When we provide financial advice, Vega and anyone who gives advice on our behalf must comply with the duties under the Financial Markets Conduct Act 2013.

This means we must:

- meet the standards of competence, knowledge and skill set out in the Code of Professional Conduct for Financial Advice Services
- give priority to your interests
- exercise care, diligence, and skill
- meet the standards of ethical behaviour, conduct and client care set out in the Code of Professional Conduct for Financial Advice Services

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at https://www.fma.govt.nz.

Privacy policy & security

We collect, use, store, and disclose personal information in accordance with our Privacy Policy. A copy of our Privacy Policy is available at https://vegalend.co.nz/privacy-policy.

Complaints Process

If you are dissatisfied with our financial advice or service, we invite you to tell us about it so we can understand and respond to your concerns.

You can contact our internal complaints service by:

- phoning us on 0800 834 253
- emailing us at compliance@vegalend.co.nz using the subject line Complaint – [Your Name]

Please set out the nature of your complaint and the resolution you are seeking.

We will acknowledge receipt of your complaint within 24 hours. We will then record your complaint in our Complaints Register and work with you to resolve it. We may want to meet with you to better understand your concerns.

We will aim to provide an answer to you within seven working days of receiving your complaint. If we need more time to investigate your complaint, we will let you know.

If we cannot agree on a resolution, you can refer your complaint to our external dispute resolution service.

This service is independent, free for you to use, and can help resolve the complaint.

Our external dispute resolution service is:

Financial Services Complaints Limited

Email: complaints@fscl.org.nz

Phone: 0800 347 257
Website: www.fscl.org.nz

Availability of Information

This information can be provided in hard copy on request by contacting us at compliance@vegalend.co.nz.