

## Disclosure statement (financial adviser)

**Name of financial adviser:** Robert John Shaw FSP 34441  
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### It is important that you read this document

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

### What sort of adviser am I?

I am a registered, but not authorised, financial adviser.

I can give you advice about: Term Life Insurance, Income Protection Insurance, Trauma Insurance, Total and Permanent Disability Insurance, and Health Insurance.

### What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please tell me so that I can try to fix the problem.

### You may contact the internal complaints scheme by:

Addressing your complaint to the Director as follows:

Director  
Canterbury Financial Services Limited  
P O Box 13  
Rangiora 7440

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact The Insurance & Savings Ombudsman (ISO). This service will cost you nothing, and will help us resolve any disagreements.

You can contact The Insurance & Savings Ombudsman (ISO) at:

**Address:** Office of the ISO  
PO Box 10-845  
Wellington 6143  
New Zealand

**Telephone number:** +64 (04) 499 7612 or 0800 888 202

**Email address:** [info@iombudsman.org.nz](mailto:info@iombudsman.org.nz)

### **How am I regulated by the Government?**

You can check that I am a registered financial adviser 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?**).

### **Declaration**

I, Robert John Shaw, declare that, to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.

Signed:

