



LESA Financial Solutions Ltd

Financial Advice Provider Public Disclosure Statement – May 2023

LICENSING INFORMATION

LESA Financial Solutions Limited FSP 715471 holds a Class 1 Licence issued by Financial Markets Authority to provide financial advice.

CONTACT DETAILS

LESA Financial Solutions Limited

Office address: The Hangar, 2/2 Boundary Road, Hobsonville, Auckland, 0616

Postal Address: PO BOX 40 316, Glenfield, Auckland 0747

Phone: 09 948 1529 / 021 864 968

Email: admin@lesafs.co.nz Web: www.lesafs.com

NATURE AND SCOPE OF FINANCIAL ADVICE GIVEN

LESA Financial Solutions Ltd provides advice to clients about Life Insurance, Health Insurance KiwiSaver and some Managed Funds.

We provide financial advice about the following products:

- Health Insurance
- Disability Insurance (Monthly and Lump sum benefits)
- Critical Illness/ Trauma Insurance
- Business Key Person Insurance

We provide advice about products provided by the following companies:

- AIA Life
- Asteron Life
- Chubb Life
- Fidelity Life
- Partners Life
- Accuro Health Insurance
- Nib Health Insurance



FEES AND EXPENSES

LESA Financial Solution does not provide fees on any Investment or Insurance Advice. However, a fee may be charged for financial advice, should a client cancel a Life or Health Insurance policy within 2 years of inception. A specific fee will be advised when advice is provided. The client will pay the fee by the 15th of the following month for the cancellation of the policy.

Referred Services

For Fire & General insurance referrals LESA Financial solutions Ltd. may receive commission from Tower Insurance and Blanket Insurance Brokers. For KiwiSaver referrals, I may refer you to other service providers, including Generate KiwiSaver, Generate Managed Funds and NZ Funds.

I will receive 0.125% p.a. of your balance ongoing for referring you to Generate, in the event that you open an account. This fee is paid to me by Generate. The Generate adviser will provide general advice on the Generate KiwiSaver Scheme and information on Generate Managed Funds. They can refer you to advisers who can provide you with comprehensive advice if required.

We do not receive any commission or fees from any Mortgage Advisers, Lawyer or Accountant or Investment Adviser we have referred you to.

CONFLICTS OF INTEREST

We have no financial interest in any insurance company or any other general conflicts of interest in forming a professional opinion or delivering financial advice.

There are no material conflicts of interest to disclose in the form of incentives, as we do not participate in insurer-funded conferences or entertainment or functions as a rule, or any sales campaigns or similar incentives.

We will accept an occasional glass of wine or a cup of coffee from an insurance company representative, of course, however, these are immaterial and engender no warm feelings towards any insurer.

Should any actual or potential conflict of interest arise during any engagement with a client we will bring that to your notice promptly, and then seek to manage or avoid the conflict if possible. If management or avoidance of a conflict to your satisfaction is not possible then we will resign from the engagement with you and professionally assist with the appointment of a replacement and more suitable adviser.



Conflicted Remuneration Note:

- All fees and commissions are paid to LESA Financial Solutions Ltd.
- LESA Financial Solutions Ltd. uses all gross revenue to pay the operating expenses of running a compliant professional business.
- LESA Financial Solutions Ltd then pays its' tax obligations on the "net profit" after costs.
- What's left, if any, is available to Aaron D'Souza as the sole shareholder and adviser as personal remuneration.
- Typically, the potentially conflicted remuneration for the Financial Adviser (Aaron D'Souza) amounts to between 35-50% of gross revenue in any given year.

What a client pays is not the same as what the Financial Adviser earns.

DISPUTES AND COMPLAINTS

If you are not satisfied with our financial advice service in any way, you can make a complaint by admin@lesafs.co.nz, or by calling us on 09 948 1529. You can also write to us at PO BOX 40 316, Glenfield Auckland 0747.

When we receive a complaint, we will consider it following our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we can't we will contact you to let you know we need more time to consider your complaint and aim to provide you with a realistic timeframe.
- We will contact you by phone or email to let you know whether we can resolve your complaint, and how we propose to do so.

If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact our external dispute resolutions scheme Financial Services Complaints Limited (FSCL).

The Financial Services Complaints Limited provides a free, independent dispute resolutions service that may help investigate or resolve your complaint. If we haven't been able to resolve your complaint to your satisfaction. You can contact FSCL via email at info@fscl.co.nz or complaints@fscl.org.nz or write to them at PO BOX 596, Wellington, 6140.

Telephone: 0800 347 257 or (04) 472 FSCL (472 3725).

Disciplinary History

There have been no Professional Indemnity insurance or negligence claims, disputes resolution actions, or disciplinary actions brought against us.



DUTIES INFORMATION

LESA Financial Solutions Limited and anyone who gives financial advice on our behalf have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice. We are required to:

- give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
- exercise care, diligence, and skill in providing you with advice.
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice).
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should and give you suitable advice).

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

FINANCIAL ADVISER – AARON D'SOUZA

I'm Aaron D'Souza, a family man with a passion for supporting and protecting NZ families and small businesses.

I have been a registered personal and business risk management and insurance adviser for the past 15 years, helping clients protect what matters to them most; health, wealth and family.

This has become a great passion of mine and I pride myself on my ability to deliver outstanding results, along with my trademark personal touch. There's no such thing as a one-size-fits-all approach at LESA Financial Solutions, I work closely with you to understand your individual needs and will support you throughout the process, starting with our initial meeting and planning discussions, through to product selection, policy implementation and also any claims processes you may need to instigate in the future. We're in this together.

Other passions of mine include music and dance. Born and raised in India, I began my professional life as a jazz, hip hop and contemporary dance performer and also spent time as a dance instructor, working mostly with children aged between 5 and 11. Following this, I moved to Hong Kong and spent 12 years as a Chief Purser with a major global airline.

In 2007, I moved to Auckland, New Zealand where I live today with my wife of 26 years, Shaheen, and our two young boys, Liam and Ethan.

LESA Financial Solutions Limited is an acronym of our family names and operates according to the family values I hold dear.

For more information on Aaron D'Souza and LESA Financial Solutions Limited, visit www.lesafs.com