

### Disclosure Statement (Financial Adviser)

Name of financial adviser: Caitlin Sangster  
FSP number: FSP 1007140  
Address: Level 2, 79 Lichfield Street, Christchurch 8011  
Trading name: General Insurance Ltd  
Telephone number: 027 2525 990  
Email address: caitlin@generalinsurance.co.nz

This disclosure statement was prepared on: 18/04/2024

### Why is this document important?

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 provide personalised advice about a wide range of domestic and commercial insurance products, other than investment-linked insurance contracts.

### 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.

If the complaint remains unresolved, or you're not happy with the outcome you can refer the matter to Financial Services Complaints Ltd (FSCL).

General Insurance Ltd are members of this independent external dispute resolution scheme approved by the Ministry of Consumer Affairs. There is no cost to you to use their services.

There are various ways to contact them:

Financial Services Complaints Ltd	
Post	PO Box 5967 Wellington 6140
Email	<a href="mailto:info@fscl.org.nz">info@fscl.org.nz</a> or <a href="mailto:complaints@fscl.org.nz">complaints@fscl.org.nz</a>
Phone	0800 347 257
Website	<a href="http://www.fscl.org.nz">www.fscl.org.nz</a>

You can download a Complaint Form from <https://www.fscl.org.nz/complaints/complaint-form>

## 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, Caitlin Sangster, 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 Financial Markets Conduct Act 2013 and Financial Services Legislation Amendment Act 2019.

Signed: 