PUBLIC DISCLOSURE STATEMENT

Licensing information

JRI Limited (FSP7841) is a licensed Financial Advice Provider (FAP) regulated by the Financial Markets Authority (FMA) to provide financial advice services in New Zealand.

JRI Life Limited (FSP776171) is an authorised body under JRI Limited's FAP, and is licenced to provide financial advice services.

Nature and scope of the advice

JRI provides advice on the following classes of insurance products:

General Insurance (Personal and Commercial):

- Business insurance
- Home and contents insurance
- Vehicle insurance
- Watercraft and boat insurance
- Marine insurance

Life and Health (Personal Risk) Insurance:

- Life insurance
- Medical insurance
- Accidental death insurance
- Disability income protection insurance
- Trauma insurance
- Total and permanent disablement insurance
- Business overheads insurance
- Mortgage protection insurance

Click here to see the full list of insurers we have business relationships with and whose products we can advise on.

Fees/Expenses

We may charge a fee for the financial advice and services we provide. We have a standardised fee structure – the amount will depend on the nature and complexity of the advice. You can view our complete fees information here.

If fees apply to your policy, the exact amount will be disclosed before we provide the service.

When paying for your insurance, you can choose to pay your premium monthly over the term (Premium Funding). In this case we receive a commission up to 3.65% of the premium. There is also a one-off, administration fee. We will clearly provide details to you if this applies.

If you choose to pay your premium by credit card, a 2.2% credit card fee will apply (charged by your provider).

Commissions, conflicts of interest, and incentives

Our advisers are salaried employees, and their salaries are not influenced by the insurance products you choose.

Commissions are paid by insurers to JRI Limited and JRI Life Limited when we place insurance business with them. These commissions help fund our operations, including paying staff salaries. The amount of commission is calculated as a proportion of the insurance premium, and varies depending on the insurer and product. You can view all the commission rates of our insurers here.

We will provide specific information about commission relevant to your situation as part of the advice process.

From time to time, we may also receive non-monetary benefits from product providers. These may include training, software, office supplies, small gifts (e.g. calendars or wine), or hospitality (e.g. meals or invitations to events). These do not influence the advice we provide.

To ensure our advisers always prioritise your interests:

- We follow a structured advice process based on your needs and goals.
- Our advisers receive annual training on how to identify and manage conflicts of interest.
- We maintain a register to record conflicts of interest and gifts received, and this is regularly monitored and reviewed.

Complaints handling and dispute resolution

If you are not satisfied with our service or advice, please let us know as soon as possible.

Phone: (06) 758 8440, or 0800 758 8440
Email admin@jri.co.nz
Post: General Manager, JRI Ltd., PO Box 4234, New Plymouth 4340

We'll work with you to find a quick and fair resolution. You can view our complete complaints and dispute resolution process here, including contact details for our external dispute resolution scheme.

Duties information

JRI and its advisers have duties under the Financial Markets Conduct Act 2013. We are required to:

- Always give priority to your interests and manage any conflicts professionally and transparently.
- Exercise care, diligence, and skill.
- Meet standards of competence, knowledge, and skill set by the Code of Professional Conduct for Financial Advice Services (Code of Conduct).
- Meet standards of ethical behaviour, conduct, and client care set by the Code of Conduct.

Contact details

JRI Limited (FSP7841) and JRI Life Limited (FSP776171)

Phone: 0800 746 457
Email: admin@jri.co.nz
Post: PO Box 4234, New Plymouth 4340

This information was last updated [July 2025].