

# PROTECTING CONSUMERS AGAINST MIS-SELLING OF INVESTMENT OR INSURANCE PRODUCTS



## Recommendations by financial advisers

Representatives must provide financial advice with due consideration of the client's:

- Investment objective and needs
- Risk tolerance
- Employment status
- Financial situation



## Disclosure of Product Information

Representatives must disclose all important and relevant information relating to the product, including:

- Terms and conditions
- Benefits and risks
- Premium, costs, expenses, fees, other charges
- Free-look or cancellation period



## Statements made by financial advisers

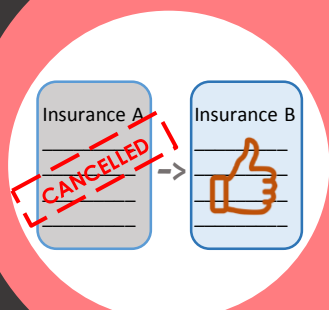
Representatives must not make false or misleading statements, or act dishonestly or fraudulently when providing financial advice



## Information provided to insurers

Representatives must not, in relation to information required on an insurance document:

- Write false or misleading information
- Fail to disclose important and relevant information
- Advise the client to write false or misleading information
- Advise the client not to disclose important and relevant information



## Switching of Investment Products

Representatives must not make a recommendation for the client to switch from one product to another if the switch is to the client's detriment. Examples include situations where:

- The client incurs costs which outweigh the benefits of the switch
- The client suffers a penalty for terminating the original product
- The replacement product is less suitable