



INSTITUTE OF FINANCIAL ADVISERS INC.

PRACTICE STANDARDS

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INSTITUTE OF FINANCIAL ADVISERS PRACTICE STANDARDS

PREFACE

INTRODUCTION

The Institute of Financial Advisers benefits the public and the *financial advisory* profession alike by establishing and enforcing minimum standards for competence, education, examination, experience, ethics and practice for its *members*.¹

These standards of practice and ethical behaviour set the benchmark for the *financial advisory* profession in New Zealand.

The Institute of Financial Advisers recognises that its members practice in many different disciplines and are compensated by a variety of means. Regardless of their area(s) of specialisation, employment relationships, or compensation arrangements:

- All *members* subscribe to the same Code of Ethics.
- All *practitioner members* subscribe to the methodology embodied in these Practice standards to the extent that they apply in any particular *engagement*.
- *Members* who hold the CFP^{CM} or CLU designation have demonstrated competence as comprehensive *financial advisers*.
- Other *members* may also be competent in one or more or all of the *core components*.
- Having demonstrated competence in the past does not guarantee ongoing competence, or competence in every context.
- *Members* must not practice outside their competence.
- *Members* must ensure that *advice* or *services* they provide are in the best interests of *clients*, meeting their established needs.

Professional Financial Advice

The Institute of Financial Advisers exists primarily to represent needs-based professional *financial advisers*. The fundamental requirement of a professional is to provide **competent service in the best interests of *clients***. This principle underpins all that we say and do, and takes precedence over all other requirements of the Institute of Financial Advisers.

When providing *financial advice*, *members* are engaged in 'the process of creating strategies, considering all relevant aspects of an individual's financial situation, to manage financial affairs to meet life goals'. The Institute of Financial Advisers acknowledges and upholds the *six-step process and core components* promoted by the international Financial Planning Standards Board, and has adopted these as its own, modified as appropriate to reflect the needs of its *members* and the New Zealand environment.

The Six-Step Process

All *members* who provide *financial advice* to or on behalf of *clients* must either follow the *six-step process* in full or provide the *client* with a clear, concise and effective written explanation of which steps are included. The *six-step process* is reflected in the structure of this document and defined in the appendix.

¹ This document must be read together with the Institute of Financial Advisers Code of Ethics. Throughout the text items in italics are defined in the list of terms starting on page 11.

The Core Components

All *members* who provide *financial advice* to or for *clients* must either consider all *core components* or provide the *client* with a clear, concise and effective written explanation of which of these are included and which are not. The *core components* are described in the appendix of this document.

Where no advice is involved

Where a member is *engaged* to arrange a *transaction without advice*, the *member* is required to ensure that the *client* is advised of this in writing where practicable before acting.

A range of competencies

Members can have specialised knowledge and skill in one or more specific areas and develop strategies and provide *advice* on a countless number of objectives. However sometimes, a *member* may need to refer a *client* to a specialist (such as a lawyer or another professional) with competency in an area in which the *member* is not competent.

Advisers may have other roles

Members who are *financial advisers* may also sell products or services for *commission*, *brokerage* and or other forms of reward. In such instances the *member* must provide a clear, concise and effective written explanation that differentiates their role and any remuneration or reward they may receive for giving *advice* from any other role (such as for acting as a salesperson, broker, etc).

Practitioner members may also have other roles. For example a *member* may practice both as a *financial adviser* and also as a Chartered Accountant. Similarly, some *members* who are *financial advisers* may also provide *financial services* that do not include *advice* (such as acting as an agent or broker, or conducting transactions without *advice*). In all cases once a *member* has provided *financial advice* to a particular *client*, the assumption is that any further *financial services* to that *client* are also *advice* unless the *client* has a clear understanding that this is not the case.

Regardless of how much time they spend providing financial *advice* and *services*, *practitioner members* must always conduct themselves in accordance with the Code of Ethics and Practice standards as applicable.

SCOPE AND PURPOSE OF THE PRACTICE STANDARDS

The Institute of Financial Advisers promotes these Practice standards for the benefit of its *members*, the profession as a whole, and for the New Zealand public. The Practice standards set the benchmark for professional *financial advice* and *services* in New Zealand. They also help *members* and the public understand their respective roles and responsibilities in *engagements* for *financial advice* or *services*. This reduces the potential for confusion and misunderstanding, while helping to ensure consistency of service delivery, and raising confidence in the profession.

Do all of the Practice standards apply to all situations?

Not necessarily. For example, where a *member* is not *engaged* to implement the *advice* being developed, and this is clearly established in the terms of the *engagement*, Standard 500-B would not apply.

The scope and terms of the *engagement* will dictate the applicability of all of the Standards that follow.

Overlap with other professional obligations

Some *members* also practice in other established professions – for example, as lawyers or accountants.

At times, these *members* may offer *services* that overlap both professions. The Institute of Financial Advisers recognises this, and has established that the professional obligations among these professions are substantially similar to our own. Therefore, it is the position of the Institute of Financial Advisers that fulfilment of one's professional obligations in one profession (where these are comparable to Institute of Financial Advisers requirements) will generally fulfil the professional obligations of the other for the same *engagement*.

Situations in which these Practice standards do not apply

In some limited instances, a *member* may provide services that are entirely outside the scope of the *core components* and/or the *six-step process*.

In these circumstances it is inappropriate, if not impossible, to impose standards of practice that have no relevance to the services provided. Where a *member* chooses to offer such services, and where the *client* may reasonably construe the *service* to involve *financial advice*, the *member* should, as a minimum, clearly set out the scope and terms of the services to be provided, in accordance with Standard 100-B, to ensure that these are clearly understood by both parties.

THE PRACTICE STANDARDS

Practice Standard 100-A – Establish the engagement: provide a Disclosure Statement

Before providing advice or conducting business a *member* must provide a prospective *client* with a *Disclosure Statement (DS)*. The *DS* should give the prospective *client* clear, concise and effective information to help them decide whether to do business with the *member*.

Interpretation and Explanation

The requirements of a DS are detailed below, and may be further explained and refined by the Institute of Financial Advisers from time to time.

The purpose of a DS is to provide a *client* or prospective *client* with the information they may need to help them decide about working with a *member*.

A DS must be a written document and may be provided in hard copy or in electronic form. It must be clear, concise and effective; and not mixed with marketing information or any matter that is not helpful to its primary purpose. A DS must be provided to the *client* at the earliest practical opportunity, and before entering an *engagement* or conducting business. It must include:

1. The *member's* name, physical and postal business address, phone number, and other relevant contact details.
2. The *member's* full name, qualifications, Institute of Financial Advisers status, other professional memberships, and relevant experience.
3. The types of products and services the *member* provides *advice* on or markets, and if the *member* only advises on or markets products of a particular product generator or generators, a statement to that effect and the name of each of those product generators.
4. How the *member* operates.
5. Any actual or potential *conflict of interest*.
6. The sources and the bases of remuneration (eg, fee, commissions, salary, or a mix of these) including *related party* benefits, and future or contingent *remuneration*.
7. Relationships that could influence the *member* in providing *financial advice* or *services*.
8. Confirmation that the *member* is covered by professional indemnity insurance as required under Rule 306.
9. Details of the Institute of Financial Advisers complaints process.
10. Any other requirements under applicable law or regulation.

Practice Standard 100-B – Establish the engagement: define the terms of the engagement

The *client* and the *member* must define and agree on the scope of their *engagement*. Details about each party's responsibilities, the time frames of the *engagement*, compensation arrangements, and *conflicts of interest* must be set out in a written record of the *engagement*.

Interpretation and Explanation

A written record is essential to ensure mutual understanding and agreement between the *member* and the *client* regarding the terms on which *financial advice* or *services* will be provided.

A formal contract must be used where an *engagement* is for *comprehensive financial advice*, and this must include as a minimum:

1. Assurance of protection of *client* confidentiality;
2. Names and contact details of specific parties to the *engagement*;
3. Specific products and *services* to be provided by the *member* or *member's* firm;
4. Tenure and time frames for the *engagement*, which may include subsequent reviews;
5. Details to the extent that these are available at the time of any remuneration arrangements to apply during the *engagement*;
6. Details of any actual or potential *conflict of interest* and an undertaking to disclose any later actual or potential *conflict of interest* as soon as it might arise; and,
7. The *client's* responsibilities, including for the full and timely disclosure of information.

Additional information that may form part of the *engagement* may include, but not be limited to:

1. The potential need to use other professionals during an *engagement*;
2. Provisions for termination of the *engagement*; and
3. Specific limitations on the use of *client* information.

An *engagement* can be informal (such as conveyed in a letter of understanding sent by a *member* to a *client* with details of each party's responsibilities, time-frames and compensation to the extent not previously fully disclosed) or formal (such as in the form a *client agreement*, or other form of contract).

Over time, the nature of the professional relationship with a *client* may evolve to include *financial advice* or *services* not contemplated in the original *engagement*. In these circumstances, any additional *services* should be mutually agreed upon and confirmed in writing.

Practice Standard 200-A – Gather client data: identify the client's goals, needs, priorities and risk profile

The *member* must discuss the *clients'* goals, needs, priorities and *risk profile* with them before making and/or implementing any recommendations.

Interpretation and Explanation

The *member* must clearly understand the *client's* goals, needs, priorities and risk profile.

Goals should be specific, measurable, attainable, realistic and time-bound. The *member* should assist the *client* in clarifying his/her goals. The *member* should discuss with the *client* the merit and feasibility of any goals that appear to be unrealistic.

Once clearly defined goals have been established, it is important to determine the *client's* priorities with respect to these goals along with the respective levels of risk.

Practice Standard 200-B – Gather client data: obtain the client's information

The *member* must arrange to gather all quantitative and qualitative information relevant to the *engagement*. Sufficient information must be obtained from the *client* or on the *client's* authority from other parties before making and/or implementing any recommendations.

Interpretation and Explanation

Since the *member* relies on information to give appropriate *advice*, the necessity of gathering complete, current and accurate information should be stressed to the *client*.

If the *member* is unable to obtain or verify the necessary information to develop and support recommendations, this should be discussed with the *client*. The *member* should communicate how these limitations will impact the *engagement* and the recommendations. In some cases, these limitations may result in a revised *engagement* or in the termination of the *engagement*.

Practice Standard 300 – Analyse the client's information

The *member* must ensure that information collected is analysed to the extent required to determine the *client's* financial situation, and the extent to which the *client's* goals, needs and priorities can be met under the current circumstances.

Interpretation and Explanation

Analysis and evaluation of the *client's* financial situation should be completed before any *financial advice* is prepared.

For any existing product, *service* or benefit that may be altered, replaced, cancelled or otherwise lost as a result of the *financial advice* this analysis is of critical importance.

Thorough analysis may reveal additional opportunities and/or constraints. It may be necessary to review the goals, needs and priorities, to revise the scope of the *engagement*, and/or obtain additional information based upon the findings of the evaluation.

Practice Standard 400-A – Develop and present the advice: identify and evaluate financial strategies

The *member* must identify and evaluate financial strategies to achieve the *client's* stated goals, needs and priorities.

Interpretation and Explanation

The *member* should evaluate the appropriateness and effectiveness of each strategy. This evaluation may lead to the presentation of more than one alternative.

The *member* should be aware that consultation with other qualified individuals might also be prudent, and is a requirement where the *member* is not competent or qualified to provide *advice* in relevant areas.

In evaluating appropriate strategies, the *member* may need to make certain assumptions. These assumptions may include, but are not limited to, the following:

1. Future income and expenses
2. Future values of assets and liabilities
3. Government benefits and entitlements
4. Taxation
5. Inflation and
6. Life expectancy
7. Rates of return
8. Retirement age
9. Retirement-income requirements
10. Special needs
11. Time horizons

All assumptions should be reasonable and clearly, concisely and effectively disclosed in the *Statement of Advice (SoA)*.

Practice Standard 400-B – Develop and present the advice: present the advice

The *member* must develop written strategies and recommendations to achieve the *client's* agreed goals, needs and priorities, and communicate these recommendations so that the *client* understands them.

Interpretation and Explanation

The *member* must develop practical *advice* and recommendations to achieve the *client's* financial goals, needs and priorities. The recommendations may be a single, action or a combination of actions or strategies.

The *member* must make specific recommendations only where competent to do so. Where the *member* is not suitably competent, the *member* will seek the counsel of and/or refer the *client* to a suitably qualified source.

The *member* must develop a clear and concise and effective *SoA*, and review this with the *client*. The object of the *SoA* is to enable the *client* to make informed decisions. The *SoA* may be provided to the *client* in hard copy or electronic form. The *member* should ensure that the *client* understands the *SoA*; any assumptions used; the possible impact of changes to the assumptions; all fees and costs; the likely results over various time periods; any inherent risks and weaknesses, time sensitivities, and the consequences of inaction.

The *SoA* should contain at least:

1. Details about the member or any other persons involved in giving the advice not already provided in writing (including full name, qualifications, Institute of Financial Advisers status, other professional memberships, relevant experience and any other requirements under applicable law or regulation).
2. Details of the need(s), situation, and objectives being addressed and those *core components* involved.
3. The *advice* itself, together with a concise statement as to why the *advice* is appropriate, and in the *client's* interests.
4. Where the *advice* includes product recommendations, a generic description of the range of financial products, classes of financial products or strategies considered and investigated, with consideration of the advantages and disadvantages of the products recommended.

5. If the *engagement* is not purely to give *advice* in the interests of the *client*, details of any other roles being undertaken by the *member*, whose interests are being served and a descriptions of those interests. In the case of any significant *conflict of interests*, a recommendation that the *client* seek independent professional *advice*.
6. To the extent that these are available all product fees, charges, other costs and taxes that will ultimately be borne by the client.
7. To the extent practicable, other than for pure insurance products (insurance products that will not have a cash surrender value), the total *significant benefits* the *adviser* is likely to receive from any party other than the *client* as a direct or indirect result of the *client's* business, where these have not already been fully disclosed.
8. Where the *advice* or *service* covers the switching or replacement of any product, disclosure of the remuneration to the *member*, the cost to the *client* (eg, exit fees or penalties, entry fees and implementation fees) and a comparison of the potential benefits of the new and the switched or replaced product.
9. Any other requirements under applicable law or regulation.

The *SoA* should be accompanied by such investment statement(s), product brochure(s), research report(s), etc, as are relevant and/or required.

If a *member* has previously provided *advice* to the *client* any later transaction is deemed to be *advice* unless the *client* has a clear understanding that *advice* is not involved. While not a strict requirement, the existence of a clear written statement to this effect, signed by the *member* and the *client*, is likely to be helpful in establishing that *advice* was not given.

The *member* should confirm the details of any transaction arranged to the *client* in writing.

Where a *member* arranges a *transaction without advice* an *SoA* is not required, but the *member* should confirm the details in writing or electronically as soon as practicable afterwards. Such confirmation should include but not be limited to:

1. The name and contact details of the *member* responsible for arranging the transaction.
2. Relevant details of the transaction.
3. A clear statement that *advice* was not given and that as a result the member cannot say whether the product may not be suitable to the *client's* needs.
4. The nature of any remuneration to the *member*, and any remuneration options (eg, hourly rate, *fee only*, etc).
5. Details of the Institute of Financial Advisers complaints process.
6. To the extent practicable, other than for pure insurance products (insurance products that will not have a cash surrender value), total *significant benefits* the *adviser* is likely to receive from any party other than the *client* as a direct or indirect result of the *client's* business, where these have not already been fully disclosed.
7. Details of convictions, bankruptcies, prohibitions or professional convictions as required by law.
8. Confirmation that any investment statement, product brochure, research report, etc (as relevant) has been provided.
9. Any other requirements under applicable law or regulation.

Practice Standard 500-A – Implementation: agree actions, responsibilities and time frames

The *client* and the *member* must agree on implementation actions, responsibilities, and time frames.

Interpretation and Explanation

A *member* may need to amend or completely change a recommendation given new or changed details for the *client* or the *client's* needs or situation.

A *client* may accept or reject any recommendation, in full or in part.

Where a *client* accepts a recommendation, the *client* and the *member* should agree on the implementation actions to be taken, who is going to take them, and when they will be completed.

This may mean that a new *engagement* is entered into. Alternatively it may require written revisions to the terms of the *engagement*.

The *member's* implementation responsibilities may include, but are not limited to:

1. Detailing the steps required to implement the recommendations (action, responsibility, time frames);
2. Referring the *client* to, or consulting with, other professionals who offer *services* or products the *member* is not competent or qualified to provide;
3. Coordinating activities with other professionals;
4. Sharing information with other professionals as authorised by the *client*;
5. Researching relevant products and *services*; and
6. Selecting specific products and/or *services*.

Practice Standard 500-B – Implementation: actions

The *client* and the *member* must act to implement the agreed recommendations or oversee these actions if performed by others.

Interpretation and Explanation

The *member* must provide a product or *service* only as competent to do so and only in the best interest of the *client*. Where not appropriately competent, the *member* should refer the *client* to an appropriately competent professional.

The *member* must take responsibility to ensure as far as practicable that accepted recommendations are implemented.

When determining the products and *services* to be used in implementing the agreed recommendations, the *member* must make reasonable research, and use professional judgement.

Where products or *services* recommended result in *commissions* or other rewards to the *member*, the *member* must ensure that the *client* understands this and agrees that the products or *services* in question are suitable to the *client's* needs and purposes.

When referring a *client* to another entity, where these matters are not immediately clear, the *member* should inform the *client* of:

1. The reasons for making the referral, and
2. Any referral fees or other benefits likely to be received by the *member* as a result.

On entering an engagement to provide specialist services to a *client* that has been referred to a *member* by another professional (who will be continuing as an adviser to the *client*) the *member* should obtain the client's permission to communicate with the other adviser and the two advisers should co-operate as required for the engagement.

Practice Standard 600-A – Review the advice: agree responsibilities and time frames to review and evaluate advice

The *client* and the *member* must agree on a time frame for monitoring and evaluating any *financial advice*.

Interpretation and Explanation

Unless explicitly excluded from the *engagement*, the *member* must contact the *client* to schedule a periodic review of the *advice* as set out in the *engagement*.

Practice Standard 600-B – Review the advice: monitor and evaluate the advice

The *client* and the *member* must review the *advice* to assess progress, determine that the *advice* remains appropriate, and make agreed changes.

Interpretation and Explanation

The review process may include, but is not limited to:

1. Confirming that agreed recommendations have been implemented;
2. Assessing progress and achievement to date of goals and objectives;
3. Re-evaluating initial or subsequent assumptions for reasonableness;
4. Determining whether changes in the *client's* circumstances or objectives warrant adjustments to the *advice*; and
5. Agreeing about any required changes.

As circumstances and needs change a *member* is likely to provide *clients* with new, additional or changed *advice*. In these circumstances the *member* must ensure the *client* has a clear understanding of any new or changed assumptions, why the new, additional or changed advice (which must be provided in writing) is in their interests, and how it fits into their ongoing plan. Any new, additional or changed advice should note any changes to the clients previously stated circumstances and explain why the further advice has been sought or provided. It also becomes additional to and part of the previous *SoA*. Over time, where a series of such changes has been made it is likely that *member* will need to provide the *client* with a complete new *SoA*. Note that any reference in this or other Institute of Financial Advisers to a *SoA* include, where appropriate, any new, additional or changed advice.

APPENDIX

Terms used in the Practice standards and or Code of Ethics

Except as defined by relevant law, the terms listed below have the following meanings throughout the Practice standards and Code of Ethics. The singular denotes the plural and vice versa, and the use of one part of speech also applies to others (eg, adjective, adverb, verb and noun).

Advice or Financial Advice: Information, guidance or opinion related to the circumstances or needs of a *client*. *Advice* is given when a *member* considers one or more of a *client's* objectives, financial situation or needs; or where a reasonable person might have expected the information, guidance or opinion provided to have been related to the *client's* circumstances or needs. Newsletters and seminars do not generally constitute *advice*.

Adviser or Financial Adviser: An Adviser or Financial Adviser is an individual who provides recommendations, opinions or guidance to a member of the public in relation to a financial product or financial strategy, decision or choice.

Client: A person or group of persons that has engaged a *member* to provide *financial advice* or *services* for the benefit of that person or group of persons, or another party that they are authorised to represent. For the purposes of any rule that extends beyond a specific engagement, a "client" also means person or group or persons that has engaged a *member* in the past.

Commission or brokerage: Compensation received by a *member intermediary* or *related party* from a product supplier and usually calculated as a percentage of the amount involved.

Comprehensive financial advice: *Financial advice* that covers all *core components* as appropriate and has an ongoing aspect.

Conflict of interest: Circumstances, relationships or other facts that, as it may appear to a reasonable observer, place the interests of a *member* or *related party* in conflict with the interests of a *client*, or the interests of one *client* in conflict with the interests of another.

Core Components: The key parts of comprehensive *financial advice* (to be considered in the context of regulatory requirements, economics and the analysis of financial information) include, but may not be limited to:

1. **Financial Management** (strategies, techniques and/or *advice* intended to optimise short, medium and long-term cash flows, assets and liabilities, including budgeting, cash management, the use of debt, banking, credit cards, etc)
2. **Risk Management** (strategies, techniques and/or *advice* aimed at controlling exposure to financial risk, including insurance, and alternative approaches to managing risks)
3. **Retirement Planning** (strategies, techniques and/or *advice* for the accumulation and application of wealth to meet needs and goals in retirement years, including adequacy and cash flow planning)
4. **Investment Planning** (strategies, techniques and/or *advice* aimed at building and managing investments likely to meet investment and other goals)
5. **Estate and Tax Planning** (strategies, techniques and/or *advice* for the ownership, protection, maximisation, and distribution of accumulated assets, and taking maximum advantage of legitimate opportunities to manage taxation).

The *core components* have been derived from the *financial planning* process.

Disclosure Statement (DS): A written or electronic document provided by a *member* or firm to a prospective client, designed to help the prospective client decide about doing business with that member or firm².

Engagement: A formal or informal agreement covering *services*, and or products provided or contemplated to be provided by a *member* to a *client*.

Financial Advice: See *Advice*.

Financial Adviser: See *Adviser*.

Financial Planning: See *Personal financial planning*.

Member: A current financial member of the Institute of Financial Advisers. For the purposes of rules that may extend beyond financial membership, *member* includes any person who was a financial member of the Institute of Financial Advisers at the time of circumstances that are under consideration. Where the context suggests this, *member* also means *practitioner member*, member's firm and *related party*.

Personal financial adviser or financial adviser: A person or other entity that offers *personal financial advice*.

Personal financial advice: Broad *financial advice* or *advice* on financial products or services that implicitly or explicitly relates to their suitability or appropriateness for a *client's* personal circumstances.

Personal financial planning or financial planning: The internationally acknowledged³ process of developing strategies, considering relevant aspects of a *client's* financial situation, to manage financial affairs to meet a *client's* life goals, addressing some or (where the process is comprehensive) all of the *core components* while following the *six-step process*.

Practitioner member: A *member* who provides *financial advice* and or *services* to, or for the benefit of *clients*. Such a person must be either competent to provide that *advice* and/or those *services* or be under the responsible supervision of such a competent person or firm, or under another arrangement approved by the Institute of Financial Advisers.

Related party: An individual or entity from whom any direct or indirect economic benefit is received, or to whom such a benefit is given, as a result of implementing the recommendation of a member or carrying out a *service* to a *client*. A related party could include (but is not limited to) a spouse, family member, or colleague of a *member*, or a principal or related party to a *members' firm*.

Relationship of influence: A relationship of influence is any relationship with a product or service supplier, a producer group, a member's firm, or other entity; that could materially influence or be perceived as materially influencing the *advice* or *services* provided by a *member*.

Risk profile: A *client's* attitudes to, willingness, and capacity to accept risk (with respect to an investment strategy, insurable risks, or otherwise).

Risk profiling: A process of measuring or otherwise assessing a *client's* risk profile.

² The requirements of a DS are more fully described in Practice Standard 100-A.

³ As upheld for example by the international Financial Planning Standards Board (<http://www.fpsb.org>) which licenses the Institute of Financial Advisers to control the CFP^{CM} marks in New Zealand.

Significant benefit: Any reward (cash or otherwise) which in the context applying at the time is of sufficient size to be likely to influence – or which might reasonably be assumed by a third person as likely to influence – an *adviser*.

Six steps or six-step process: The six-steps of the *financial planning process*, as adopted by the Institute of Financial Advisers as embodying the professional approach to *financial advice*. The six steps are embodied in Practice standards 100 to 600, and are as follow:

1. Establish the Engagement
2. Gather data and establish goals
3. Identify the present financial situation, potential problems and opportunities
4. Develop and recommend strategies to meet the *client's* needs and goals
5. Implement recommended strategies approved by the *client*
6. Review and revise the strategies and actions on a periodic basis

Statement of Advice (SoA): A written or electronic document provided by a *member* to or for the benefit of a *client* at the time that *advice* is given in accordance with the Practice standards and the Code⁴.

⁴ The minimum requirements of a SoA are set out in Practice Standard 400-B.