

7 August 2024

██████████  
By email to ██████████

Dear ██████

**Request for information – Investigations (FMA ref: CAS-108079)**

1. I refer to our letter to you dated 2 August and your email response on the same date, in which you refined your request to “detail of how many complaints and investigations done of Financial Advisors or financial advice companies for using the word Independent in a misleading way in reference to the financial advice they give, since 2016.” (Refined Request).
2. Based on the above Refined Request, we have further processed and considered your request under the Official Information Act 1982 (OIA) and have decided to release the information you have requested.
3. There are 11 number of cases found in our search and we note that the number is a result of a general search on our system for the word “independent” in the case description, and is limited to complaints of misconducts and investigations, involving entities or financial advisers that offer services under a full licence or transitional licence.

You have the right to complain to the Ombudsman regarding our assessment of your OIA requests, in accordance with section 28 of the OIA. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or phone 0800 802 602.

If you have any questions, please contact me in the first instance at [christiner.chan@fma.govt.nz](mailto:christiner.chan@fma.govt.nz).

Yours sincerely



Christiner Chan  
Legal Counsel