

**2.16 QW: What is the process that a NAB Financial Planner must follow to sell a non-NAB insurance product?**

**Answer**

Each NAB Wealth Advice Licensee maintains an Approved Investments List (AIL). A description of this is included below.

If a planner wishes to recommend a non-NAB Insurance product, and that insurer is on the Licensee's AIL, then the normal advice process is followed. If a planner wishes to recommend a non-NAB Insurance product, and that insurer is not on the Licensee's AIL, the planner must follow the normal advice process together with additional steps required under 'Licensee Standard Non-Approved Products'. The Licensee Standard Non-Approved Products process includes obtaining adequate research on the insurance product, documenting the reasons why a non-approved product was recommended by using the licensee approved Statement Of Advice (SOA) template and obtaining General Manager approval where the client does not already hold the recommended non-approved insurance product.

Currently, all NAB group advice channels except for the 'MLC Advice' channel have non-NAB as well as NAB insurance products on their AILs. Until recently, the NAB group advice channel NABFP had only NAB insurance products on its AIL. To provide further context in this regard, the following is a summary of how the overall AIL process operates.

ThreeSixty Research (ThreeSixty) is the investment research division which forms part of the Advice Services division. Advice Services provides services to NAB. While part of NAB Wealth, ThreeSixty has been established to operate independently of NAB Wealth's investment product, platforms and insurance business units. This separation is reflected in reporting lines, physical location of the team and information barriers.

ThreeSixty's recommendations in relation to the AIL are presented on a regular basis to the 'Advice & Licences Investment Committee' (Investment Committee) for its consideration and if appropriate, approval. The Investment Committee is a sub-committee of the Advice & Licences Board, which is NAB Wealth's financial planning licensee Board.

For each of the AILs, ThreeSixty aims to maintain a quality and contemporary list of products, vehicles and providers that offer a good balance of features that are important to most clients and are comparable in the marketplace relative to other products, vehicles and providers.

ThreeSixty works closely with, and sources factual information from, a variety of independent sources including external research/data providers (in particular Lonsec, Morningstar, Zenith, Praxis Partners, Chant West, IRESS and DEXX&R).

There is no difference between the process used by ThreeSixty to evaluate a non-NAB insurance provider and a NAB insurance provider.