



FINANCIAL SERVICES GUIDE

THE PURPOSE OF THIS GUIDE

This Financial Services Guide (FSG) applies from the 26 April 2022 and is designed to assist you in deciding whether to use any of our services and contains important information about:

- The services we offer you
- Any potential conflicts of interest we may have
- How we and our associates are paid
- What to do in the event of a complaint

LACK OF INDEPENDENCE

We are not independent, impartial or unbiased because we receive commissions from the underwriters that we place your insurance with and we retain that commission to operate our business.

RESPONSIBILITY FOR SERVICES PROVIDED

We hold a current Australian Financial Services Licence and are authorised to advise and deal in the full spectrum of general insurance products. We are responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG. In order to be granted and then retain our Licence we are required to meeting stringent guidelines in areas such as: staff training, organisational competence, management expertise, financial control and compliance disciplines. We have an ongoing requirement to maintain and enhance our professionalism to ensure that you receive fair and honest Financial Services from us. You are able to contact us by phone, in writing, by fax, email or in person.

WHO DO WE ACT FOR?

We usually act on your behalf and in your interests in all matters. Sometimes, it may be more appropriate for us to access insurance or manage claims where we act as an agent of the insurer. If and when this situation arises we will explain and highlight this to you.

OUR SERVICES

We offer a range of services to assist you to protect your assets and guard against unexpected liabilities including: reviewing and advising on your insurance needs, identifying risk factors to avoid claims, seeking competitive premium quotations.

OUR PRODUCTS

We can advise and arrange a broad range of insurances on your behalf including: Strata and Body Corporate Covers, Home Building and Contents, Private and Commercial Motor, Business Packages, Construction, Liability, Industrial and Professional covers.

WHAT WE EXPECT FROM YOU

To enable us to provide the right advice we need you to provide us with complete information about the risk(s) that you face and those that you want to be insured for. You should also tell us about any relevant changes as they occur so that we can review your insurance needs accordingly. Of course we also ask you to pay our invoices on time and complete all proposal forms honestly, accurately and return them to us by the required date.

PERSONAL INFORMATION

The Privacy Act 1988 sets out standards for the collection and management of personal information. With your consent, we will only use your personal information for general insurance services. Our Privacy Policy Statement is available free of charge upon request.

COMPLAINTS

Clients not satisfied with our services should contact our Complaints Officer. We are members of the Australian Financial Complaints Authority (AFCA), a free consumer service. We also follow the Insurance Brokers Code of Practice. Further information is available from our office, or contact AFCA directly on 1800 931 678 or visit www.AFCA.org.au

RETAIL CLIENTS

Under the Corporation Act 2001 (The Act) Retail Clients are provided with additional protection from other clients. The Act defines Retail Clients as: Individuals or a manufacturing business employing less than 100 people or any other business employing less than 20 people And that are purchasing the following types of insurance covers: Motor vehicle, home building, contents, personal and domestic, sickness/accident/travel, consumer credit and other classes as prescribed by regulations. Some of the information in this FSG only applies to Retail Clients and it is important that you understand if you are covered by the additional protection provided.



RETAIL CLIENT ISSUES

Typically we only provide General Advice to our Retail Clients. General Advice does not take into account your particular needs and requirements and you should consider the appropriateness of this advice to your circumstances prior to acting upon it. We will provide you with a General Advice Warning in such cases.

If you are a new Retail Client purchasing Personal Accident or Sickness insurance and obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will give you a **Statement of Advice (SOA)**, that sets out the advice provided and the basis on which the advice is made and our remuneration should you purchase the product.

For existing Retail Clients we may not provide an SOA but rather provide the advice to you orally. In such cases you may request us to provide you with a Record of Advice (via phone or in writing) which we will provide to you within 28 days of such request.

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurers or insurance providers that we deal with regularly. In giving you advice about the costs and terms of recommended policies we have not compared those policies to other policies available, other than from those insurers we deal with regularly. If we recommend the purchase of a particular financial product, we will also give you a **Product Disclosure Statement** at that time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

COOLING OFF PROVISIONS

All retail products are subject to a 14 day 'cooling off period'. This means that if you are not happy with the product, you have 14 days to withdraw from the contract at no cost to you.

OUR SOURCES OF INCOME

When placing your insurance we usually receive a commission from the insurer. The amount varies between 0% and 27.5% of the base premium you pay. Where a policy is cancelled before the period of insurance has ended we will usually retain the commission on any return premium involved.

If you are a Retail Client and we give you Personal Advice, full commission details (including the dollar amounts) will be provided in any SOA or (where an SOA is not required to be provided) included on any relevant invoices. When we give you General Advice, full commission information (including dollar amounts) will be provided on request.

We have a set of standard non refundable Broker Fees that we charge you for the cost of services such as:

- Market research on products available.
- Sourcing alternative quotations and coverage.
- Assessing the claims paying ability of insurers.
- Risk analysis and portfolio co-ordination.

All fees payable for our services will be advised to you at the time of providing the advice or service.

We may receive additional remuneration from insurers with whom we have profit share or volume bonus arrangements. This remuneration is payable if we meet certain agreed sales and/or profitability targets set by the insurer. If we have profit share arrangements with an insurer that apply to a product we recommend to you, we will advise you of this at the time of making any such recommendation. We retain the interest on premiums paid by you that are held in our trust account before paying the insurer.

If you pay by credit card we may charge you a credit card (incl. arrangement and handling) fee, which is disclosed and shown separately on our invoices, they are non refundable. This fee covers the cost of bank charges etc. associated with such facilities.

Premium funding products enable you to pay your Invoice by installments. Premium funders do charge interest. We can arrange premium funding if you require it. We will normally receive a commission of between 1% and 4% of the amount funded from the Premium Funder for arranging the funding. We will tell you the basis and amount of any such payment if you ask us.

HOW OUR REPRESENTATIVES ARE PAID

Our representatives do not receive any benefit directly from the sale of a product to you. Our representatives may receive bonuses payable based on the overall performance of our business. If a person has referred you to us, we may pay them a part of any fees or commission received. If you are a Retail Client and receive Personal Advice full remuneration details will be disclosed in the SOA or invoices related to the advice.

CONFLICTS OF INTEREST

As a business we have relationships with and receive income from various third parties as detailed in this FSG. For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you. All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice.

COMPENSATION

We hold a Professional Indemnity Policy. This policy is designed to pay claims by Third Parties (including our clients) arising out of our Professional Negligence. The policy extends to covers us for work done for us by representatives/employees after they cease to work for us and satisfies the requirements for compensation arrangements under Section 912B of The Act.

ELECTRONIC DELIVERY OF DISCLOSURE NOTICES

Please note that where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you electronically, via email attachments or email links to documents etc. If you have provided your email address to Us we will typically use that email address for all correspondence and disclosure notices. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.



Broking Terms of Engagement

1 INTRODUCTION

This agreement spells out the relationship between You (Your) and Us (We) (Our).

We will be responsible for handling, administering and co-ordinating your insurance program and any other general insurance Policies that you have asked us to manage.

We will ensure that all services under this Agreement will be of a professional standard and carried out by appropriately trained staff.

So far as You have knowledge or should reasonably be able to acquire knowledge of them, You will undertake to provide all necessary information as requested by Us to enable Us to perform our duties and responsibilities under this Agreement.

You are aware that you are under a duty to disclose to underwriters all facts material to the risks being insured.

2 YOUR ADVISER

Your adviser and the person with overall responsibility for the services provided under this agreement will hold the appropriate qualifications and have the relevant experience.

Of course they will be assisted by other staff and specialists within the business as required.

3 INSURANCE PLACEMENT

We will be responsible for:

- The identification, evaluation and monitoring of Your insurable risk exposures in consultation with You and the provision of advice in respect of the most effective insurance arrangements to provide protection for You.
- Using reasonable endeavours to submit renewal quotations not later than 14 days prior to Policy expiry with key details of coverage, exclusions, insurers, premium, etc. Quotations from alternative insurers and/or on an alternative basis will be provided where agreed with You.
- Reviewing the service standards and operational stability of all insurers used on your insurance program prior to their use subject to the understanding by You that We do not guarantee the financial position and solvency of any insurers utilised. We will advise You of any reservations about the use of any Insurer in this respect and obtain Your specific instructions as appropriate.
- Designing, placing and renewing Your insurance program in accordance with Your instructions.
- Arranging meetings as requested or required with the insurers and other parties (eg Loss Adjusters) involved on Your insurance program.
- If a contract of insurance falls due and We have been unable to contact You, We will automatically arrange continuity of cover. If You do not require the cover, tells Us as soon as possible. A short term premium may apply. Please tell Us if You do not wish Us to provide this service.

4 DOCUMENTATION

We will be responsible for using Our best endeavors to arrange for the following documentation to be issued to You within the timescales indicated below.

- All Policies and endorsements within 30 days after each renewal or Policy amendment.
- Confirmation of transactions in accordance with the Corporations Act 2001 (The Act), its regulations or ASIC Policy papers in respect thereto. We are also able to confirm such transactions over the phone to you when requested.
- Financial Services Guide, Statements of Advice and Product Disclosure Statements in accordance with The Act requirements.

5 INVOICING

We will be responsible for:

- Issuing invoices for all placements or renewal premiums and mid- term alterations as soon as possible after the renewal or the effective date of the alteration.
- Providing advice and assistance, if requested, in apportioning the overall Group premiums between Your various operating divisions or sites.
- Passing on to insurers the premium received from You less any commissions due to Us or Our agents or assigns or interest on such premium.

You will be responsible for:

- Paying all Our invoices for all premiums, duties, fees, etc. within Our normal terms of trade which require payment within 14 days upon receipt of the invoice.

6 INTEREST ON PREMIUMS

Any interest that may accrue on any premium paid by You to Us shall be solely for Our benefit.

7 MAINTENANCE/REPORTING

We will use our best endeavors to arrange for the following:



- Annual review meetings and such other meetings as required during the year with You.
- Submission of a Renewal Questionnaire to You to obtain the necessary underwriting information to be returned, within 30 days of receipt.
- Response to general enquiries as they arise from You within 24 hours.
- Changeover of relevant Policies in the case of new business acquisitions and arranging for the finalisation of Policies in the event of a business divestment.
- Claims Status Reports to coincide with meetings as outlined above
- Establish activity listings in a format suitable to You. This will be subject to appropriate information being supplied by You which will be required to enable Us to maintain such activity listing.
- Annual Report to be provided to You each year.

8 CLAIMS HANDLING

It is important that You familiarise themselves with the Policy conditions relating to their obligations regarding claims notification. The Claims Management service provided includes:

- Following advice from You, notification of claims to insurers in accordance with Policy requirements.
- Advise You of the claims processes and documentation required to ensure Your claims are settled promptly and efficiently.
- Assist with any negotiations that may be required with insurers or their loss adjusters.
- We will maintain close liaison with insurers and loss adjusters to ensure that all claims are processed as effectively as possible.
- Promptly inform You of the appointment of any Loss Adjuster, Lawyer or any specialist appointed by the insurer.
- Collect or facilitate all claims settlements to your required bank accounts.
- We will administer claims notified by You during this Agreement until the claim is finalised. In the event of termination of this agreement We will no longer provide a claims service and hand over all claim files to the party nominated by You.

9 CONFIDENTIALITY

We will treat any information in Our possession regarding You and Your insurance program as confidential. You expressly agree however, for Us to disclose such information to insurers and other interested third parties to enable them to provide services to You as may be required.

10 PROFESSIONAL INDEMNITY INSURANCE

During the period of this Agreement, We will maintain in force Professional Indemnity Insurance against negligent acts, errors or omissions in accordance with the requirements of the Regulatory Bodies governing our business activities.

11 REMUNERATION

In return for the services outlined above that will be provided by Us, We will receive remuneration on a Commission and Fees basis. All fees charged are non refundable. In the event of a cancellation of a policy prior to the end of the period of insurance we will retain the commission on any Return Premium applicable.

We use hourly rates as a general guide to determining the appropriate charge. We also take into account other factors including how complex and difficult the work is, the skill, specialised knowledge or responsibility involved, its urgency or priority and the value we add through our involvement. Our hourly rates are exclusive of GST and are general tax deductible.

Remuneration payable for Risk Management and other services which fall outside those described in this Agreement will be the subject of separate negotiations between the You and Us.

12 AGREEMENT PERIOD

In consideration of the basis of remuneration agreed, this agreement will be in force until cancelled by either party.

13 TERMINATION

Both parties may terminate this Agreement, by written notice to the other party of at least 30 days.

However, in circumstances where You elect to terminate this Agreement, We will retain all commissions earned on premiums paid by You and all brokerage fees paid by You to the date of the Termination.

We will provide all reasonable assistance and professional co-operation in any hand over of responsibilities and maintain Your records for five years, or such longer period in accordance with the requirements of the Regulatory Bodies governing Our business activities. We will remain willing to answer queries on the insurance arranged by Us during the duration of this agreement, although We reserve the right to be paid scale fees applying at the time of such enquiries.

14 NOTICES

This Agreement contains all obligations owed by Us to You. All notices served under the Agreement will be directed to You at Your current business address at the time of the notice.