

FINANCIAL SERVICES GUIDE

1. INTRODUCTION

This Financial Services Guide¹ describes the services we provide and explains our relationship with the insurers of the products we deal in. It is designed to assist you in deciding whether to use any of our services and it explains how we are remunerated for our services, our professional indemnity insurance, how we handle any complaints you may have, and describes your rights.² We give it to you when you ask us to provide insurance.

We may give you a Product Disclosure Statement for the insurance we offer, describing the main features of the policy. Reading it will help you to decide if the policy suits your needs, objectives and financial situation.

This FSG was prepared on <insert>.³

2. OUR SERVICES⁴

We can assist you to obtain insurance for <insert description of the type of insurance you offer e.g. prestige motor insurance, strata insurance, liability insurance> as an agent of the insurer <insert name of insurer> (AFSL No. <insert AFSL number of insurer>).

We hold an Australian financial services licence [OR] an authorisation to act as an authorised representative of an Australian financial services licence holder. [Delete whichever does not apply] Our Australian financial services licence number is <insert number> [OR] Authorised Representative number is <insert number> and the Australian financial services licence holder is <insert name of licence holder> AFS No. <insert number> - [Delete whichever does not apply]

[OPTIONAL N1: If you or the licensee (where this FSG is issued to an authorised representative) has a binding authority, use the following description and adapt it for your situation:]

We have [OR] Our licence holder has [Delete the part that does not apply] a binder agreement for <insert description of the insurance arrangement under binder (e.g. product name and class of insurance)>. This means we [OR] we and our licence holder [Delete the part that does not apply] act as the insurer's agent to arrange insurance policies and handle claims [Delete if not applicable] not on your behalf.⁵

If we advise you about insurance, we do so as your agent. [OPTIONAL N2: If you only have a general advice authorisation or want to give general advice only, use the following description and adapt it for your situation] However, we can only advise about insurance in general terms; we cannot advise about your individual situation.

How Can You Instruct Us?

You may instruct us in person, by phone, fax, or email. It is important that you provide us with complete and accurate information otherwise the services we provide may not be appropriate for your needs.⁶

If your circumstances change, our recommendations may no longer be appropriate. Please tell us about any changes in your circumstances so that we can confirm that your insurance continues to be suitable for your needs.

¹ See item 1 and item 14 in the FSG Content Guide

² See item 4 in the FSG Content Guide

³ See item 13 in the FSG Content Guide

⁴ See item 6 in the FSG Content Guide

⁵ See item 11 in the FSG Content Guide

⁶ See item 5 in the FSG Content Guide

3. HOW ARE WE PAID?⁷

USER NOTE: You need to choose between each of the alternatives set out in the table below - OPTIONAL N3 must be used to disclose remuneration that is ascertainable at the time the FSG is given and OPTIONAL N4 can be used if the remuneration is not ascertainable at the time the FSG is given and you are likely to give the client personal advice - See the Guide to Optional Information above.

<p>Commission</p>	<p>[OPTIONAL N3: Use this if you can ascertain the amount of the commission at the time the FSG is given]</p> <p>We receive a commission from the insurer when we arrange your insurance. The commission varies depending upon the product, but is in the range of <insert lowest percentage point>% to <insert highest percentage point>% of the premium (excluding taxes and statutory charges). Our commission is included in the premium quoted to you.</p> <p>[OPTIONAL N4: Use this if you cannot ascertain the amount of the commission at the time the FSG is given] We receive a commission from the insurer when we arrange your insurance. The amount is calculated as a percentage of the premium (excluding taxes and statutory charges) and is included in the premium quoted to you.</p> <p>You can ask us for further details of the remuneration that we receive. If you are interested in this information, you must ask us for it within a reasonable timeframe after receiving this FSG. You must ask us before we provide any financial services to you, such as placing your insurance.</p>
<p>Administration Fee</p> <p>USER NOTE: If you charge an administration fee, use one of these descriptions</p>	<p>[OPTIONAL N3: Use this if you can ascertain the amount of the commission at the time the FSG is given] We also charge an administration fee for arranging the insurance. The fee is in the range of \$<insert lowest dollar amount> to \$<insert highest dollar amount>. This is additional to the premium quoted for the insurance.</p> <p>[OPTIONAL N4: Use this if you cannot ascertain the amount of the commission at the time the FSG is given]</p> <p>We also charge you a fee for arranging the insurance. The amount depends upon the type of insurance we arrange. This fee is payable in addition to the premium.</p>
<p>Profit Share</p> <p>USER NOTE: If you receive a profit share commission for placing certain volumes of profitable business with insurers, use the following description and adapt it to the particular arrangement</p>	<p>[OPTIONAL N3: Use this if you can ascertain the amount of the commission at the time the FSG is given]</p> <p>At the end of the financial year, we [OR] our licence holder [Delete the part that does not apply] may receive a profit share commission from <insert name of insurers>, depending on the performance and profitability of the portfolio, we [OR] we and our licence holder [Delete the part that does not apply] place with them.</p>

⁷ See item 8 in the FSG Content Guide