

## Financial Services Guide

### The financial services referred to in this financial services guide (FSG) are offered by:

AustralAsia Insurance Brokers Pty Ltd  
 AFS License No. 229568  
 Level 2, 8 Thomas Street, Chatswood, NSW 2067.  
 P.O. Box 773, Chatswood NSW 2057  
 Tel: 9904 7888 Fax: 9904 7388  
 Email: info@aaib.com.au

### What does this document do?

It sets out information designed to assist you to decide whether you wish to use any of the services set out in the Guide.

- The services we offer you
- How we and our associates, if any, are paid
- Any potential conflict of interest we may have
- Our internal and external dispute resolution procedures and how you can access them
- Arrangements we have in place to compensate clients for losses

### Further Information when personal advice is given

We will provide you with further information whenever we provide you with advice which takes into account your objectives, financial situation and needs. This information may include the advice that we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a statement of advice (SOA).

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurers that we deal with regularly. In giving you advice about the costs and terms of recommended policies we have **not** compared those policies to all other policies available, other than from those insurers we deal with regularly.

### Product Disclosure Statement (PDS)

If we offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a **product disclosure statement (PDS)**, unless you already have an up to date PDS. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

#### From when does this FSG apply?

For the duration of our being your broker, this FSG applies from the date you appoint us as your broker and remains valid unless a further FSG is issued to replace it or after we resign from being your broker whichever is the earlier. If there are services not covered by this FSG we shall give you a supplementary FSG.

#### You can instruct us by

Phone , Email or Letter

#### Who is responsible?

Australasia Insurance Brokers Pty Ltd is responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG. Australasia Insurance Brokers Pty Ltd is authorised (AFS Licence No. 229568) to advise and deal in general insurance products. We will do this for you as your broker unless we tell you otherwise. Our contact details are on the top of this page.

#### What kind of financial services/financial products?

Australasia Insurance Brokers Pty Ltd is authorised to:

1. provide financial product advice for and;
2. deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of,

general insurance products and life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds to retail and wholesale clients.

#### Nature of Advice

We may need information about your personal objectives, details of your current financial situation and any relevant information, so that we can arrange insurance policies for you, or to give you advice about your insurance needs. We will ask you for the details that we need to know.

In some cases we will not ask for any of this information. If we do not ask, or if you do not give us all of the information we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation. Any advice you receive may not be appropriate to your personal needs, objectives and financial situation.

You should read carefully the warnings contained in any General Advice Warnings, or any other warnings that we give you before making any decision about any insurance policy you wish us to arrange for you.

Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances,

## Contractual Liability

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

## How will you pay for the services we provide?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. Unless we tell you otherwise, we shall receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in some cases we will also charge you a fee. These will all be shown on the invoice that we send you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy, or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We may also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in our commission.

When you pay us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while it is in our trust account or we may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

## Do we have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

AAIB is a shareholder of Steadfast Group Limited (Steadfast) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (Partners) under which Steadfast will receive between 0.5 - 1% commission for each product arranged by us with those Partners. Steadfast is also a shareholder of some Partners.

We may receive a proportion of that commission at the end of each financial year.

As a Steadfast network Broker we have access to services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These member services are either funded by Steadfast, subsidised by Steadfast or available exclusively to shareholders for a fee.

You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

If we arrange premium funding for you we may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 0.5% to 2% of funded premium. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to the other arrangements that were available to you.

## How are such commissions, fees and other benefits calculated?

EXAMPLES (NSW)		Motor	% of what you paid		Home	% of what you paid
<b>Insurer charged premium</b>		\$1,000.00	<b>82%</b>		\$1,000.00	<b>68%</b>
<b>Extra you have to pay</b>						
+ Fire Services Levy	1%	\$10.00		18.50%	\$185.00	
+ GST (on P+FSL)	10%	\$101.00		10%	\$118.50	
+ Stamp Duty (SD: on P+FSL+GST)	5%	\$55.55		9%	\$117.32	
+ GST on our fees	10%	\$5.00		10%	\$5.00	
<b>Total to Government</b>		<b>\$171.55</b>	<b>14%</b>		<b>\$425.82</b>	<b>29%</b>
<b>Our remuneration</b>						
To us from insurer (Commission (X))	5%	\$50.00		20%	\$200.00	
To us from you (Fees)		\$50.00	<b>4%</b>		\$50.00	<b>3%</b>
<b>TOTAL you are required to pay</b>		<b>\$1,221.55</b>			<b>\$1,475.82</b>	

Using Home insurance as an example, for \$1,475.82 Premium you paid,

- 29% is for government tax and charges
- 68% is for the insurance company
- 17% is for our commission and fees.

The insurer pays us, from the premium a commission calculated as  $X = Y\% \times P$

where

$X$  = our commission

$Y\%$  = the percentage commission paid to us by the insurer to cover administrative and distributive duties for This percentage varies from 0 to 25% depending on the type of insurance you require. This commission is NOT our profit.

$P$  = Premium; the amount you pay to the insurer for any insurance policy (excluding any government levies, tax or charges).

Any fees that we charge you covers our expenses in finding, negotiating, arranging and assisting you in managing your insurance and to provide advice to you.

If we pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer we shall inform you. Such payments are made from our commission or fees in the range of 10-50% of our commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary.

If we give you personal advice, we will inform you on a SOA of any fees, commission or other payments we, our associates or anyone referring you to us (or us to any insurer) will receive in relation to the policies that are the subject of the advice.

For Life policies, every **\$1,000** "net" premium the insurer charges you, they will give us an upfront commission which in the first year can be up to 100%:

EXAMPLES	Life
Net Premium	\$1000.00
Our Fees	\$50.00
GST on our fees	\$5.00
TOTAL you pay	\$1055.00
Our Commission paid by your insurer (up to 100%)	\$1000.0

#### If you cancel your policy...

In the event of your cancelling your policies before they are due, any premium refunded by the insurer will be returned to you after deduction of part or all of the commission we received from the insurer. Broker fees will not be refunded.

#### Details of the complaint resolution process

Let us know what you are not happy about. Because we treasure you as our client, all complaints are immediately notified and personally handled by our Managing Director. We will do our best to resolve it quickly.

If your complaint cannot be resolved within 20 business days to your satisfaction, you have the right to refer the matter to Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to customers.

Mailing address:- GPO Box 3 Melbourne VIC 3000 (T: 1 800 931 678 E: [info@afca.org.au](mailto:info@afca.org.au) [www.afca.org.au](http://www.afca.org.au)) of which we are a member.

#### What arrangements do you have in place to compensate clients for losses?

We have a professional indemnity insurance policy (PI policy) in place.

The PI policy covers us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees in the provision of financial services.

#### What information do we maintain in you file and can you examine your file?

We maintain a record of your personal profile, including details of insurance policies that we arrange for you. We may also maintain records of any recommendations or advice given to you. We will retain this FSG and any other FSG given to you as well as any SOA or PDS that we give or pass on to you for the period required by law.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request and online at [www.aaib.com.au](http://www.aaib.com.au).

If you wish to look at your file please ask us. We will make arrangements for you to do so.

#### Privacy Collection Statement

At AAIB we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). This Privacy Notice outlines how we collect, disclose and handle your personal information (including sensitive information) as defined in the Act.

#### Why we collect your personal information

We collect your personal information (including sensitive information) so we can:

- identify you and conduct necessary checks as required by the Anti- Money Laundering, International Sanctions Policy and Counter-Terrorism Financing Act 2006 and other legislation;
- determine what service or products we can provide to you e.g our insurance broking services, funding services, risk management and other consulting services.
- provide you with our financial services;
- improve our services and products such as training and development, product and service research, data analysis and business strategy development; and
- communicate with you about our products, services or events or any other direct marketing activity unless you have told us not to do so.

**What if you do not provide some personal information to us?**

If you do not provide the required personal information we or any involved third parties may not be able to provide you with appropriate services or products.

**How we collect your personal information**

We collect your personal information by phone, email, or in writing, directly from you or your representatives unless it is unreasonable or impracticable for us to do so.

We may also obtain personal information indirectly such as from another insured if they arrange a policy which also covers you, related bodies corporate, referrals, your previous insurers or insurance intermediaries, witnesses in relation to claims, health care workers, publicly available sources, premium funders and persons with whom we have business relationship.

We try to restrict the collection and use of sensitive information from you unless we are required to do so in order to carry out the services provided to you. However, we do not collect sensitive information without your consent.

If you provide us with personal information about another person you must only do so with their consent and agree to make them aware of this privacy collection statement.

**To whom we may disclose your personal information**

We share your personal information with third parties for the collection purposes noted above (or others with your consent).

We usually disclose personal information to third parties who assist us or are involved in the provision of our services. Your personal information is disclosed to them only in connection with the services we provide to you or with your consent. We may also disclose it for direct marketing purposes.

These third parties can include our related companies, our agents or contractors, insurers, their agents and others they rely on to provide their services and products (e.g reinsurers), premium funders, other insurance intermediaries, insurance reference bureaus, loss adjusters or assessors, medical service providers, credit agencies, lawyers and accountants, prospective purchasers of our business and our alliance and other business partners.

These parties are prohibited from using your personal information except for the specific purpose for which we supply it to them and we take such steps as are reasonable to ensure that they are aware of the provisions of our Privacy Policy in relation to your personal information.

Any personal information provided to us may be transferred to, and stored at, a destination outside Australia. In most cases this will be in relation to marketing and placing your insurance with Lloyds of London.

When we send information overseas, in some cases we may not be able to take reasonable steps to ensure that overseas providers do not breach the Privacy Act and they may not be subject to the same level of protection or obligations that are offered by the Act. By proceeding to acquire our services and products you agree that you cannot seek redress under the Act or against us (to the extent permitted by law) and may not be able to seek redress overseas. If you do not agree to the transfer of your personal information outside Australia, please contact us.

**More information, access, correction or complaints**

For more information about our privacy practices including how we collect, use or disclose information, how to access or seek correction to your information or how to complain in relation to a breach of the Australian Privacy Principles and how such a complaint will be handled, please refer to our Privacy Policy available at our website [www.aaib.com.au](http://www.aaib.com.au) or by contacting us (our contact details are below).

**Your consent to the above, contacting us and opting out**

By providing us with personal information you and any other person you provide personal information for, consent to this use and these disclosures unless you tell us otherwise. If you wish to withdraw your consent, including for things such as receiving information on products and offers by us or persons we have an association with, please contact us.

**Any questions?**

If you have any further questions about the financial services AAIB provides, please contact us.

Please retain this document for your reference and any future dealings with AAIB.