

Financial Services Guide – General Insurance Broking

Purpose of this Financial Services Guide (FSG)

The purpose of this FSG is to assist you in deciding whether to use any of the financial services we offer. After reading this FSG, you will know:

- Who we are and how to contact us
- What financial services can be provided to you and how these services will be provided to you
- How we (and any other relevant persons) may be remunerated
- Whether any relevant associations or relationships exist that may influence our advice
- How we maintain your personal information
- How to access our internal and external complaints handling arrangements.

Austbrokers Phillips Pty Ltd and its authorised representative are, unless stated otherwise, referred to in the FSG as “we” or “us”.

Who are Austbrokers Phillips and what do we do?

Austbrokers Phillips Pty Ltd (ABN 91 007 075 934) was incorporated in 1989 and holds an Australian Financial Services License No:234457 under the Corporations Act 2001.

We have an appointed Corporate Authorised Representative (Licence No. 326609). Austbrokers Australian Compensation Services Pty Ltd is licensed to provide financial services for Workers Compensation and Employers Indemnity Insurance.

We are a member of the Austbrokers Network, a group of privately owned insurance broking practices located Australia wide. Austbrokers Holdings Limited is a publicly listed company on the Australian Stock Exchange and owns shares in Austbrokers Phillips.

We are licensed to act as general insurance brokers (this includes workers compensation), life insurance brokers and financial planners. Many of our clients use our services in all three areas of our expertise.

We are a member of the National Insurance Brokers Association (NIBA), The Australian and New Zealand Institute of Insurance and Finance (The Institute) and the Financial Planning Association (FPA) and we subscribe to the General Insurance Brokers Code of Practice and the Code of Ethics and Rules for Professional Conduct of the FPA.

Austbrokers Phillips has earned its reputation as a highly regarded professional advisory firm providing excellent standards of service since 1989. Our success is due to our focus on client service, professional standards and competitive performance. We have a highly skilled and dedicated team of staff who will provide you with the right advice and secure the best products at a competitive price.

How do we provide our Services?

We provide our services through our advisers who are employees of Austbrokers Phillips Pty Ltd. We ensure that they have the essential skills, training and qualifications to achieve the best possible results for you as our client.

Our advisers will tell you which products they are able to advise on. If they identify a product or need on which they are not accredited to advise, they will refer you to another Austbrokers Phillips Pty Ltd adviser with appropriate accreditation.

What are our Services?

We are authorised to advise and deal in all general insurance products. Our role is to provide advice to you, arrange insurances for you and assist you when you need to make a claim. The areas in which our General Insurance Division operates are as follows:

- All products for domestic clients (i.e. Home, Car, Boat)
- All business insurances for Retail, Commercial, Corporate and Industrial clients.
- Premium Funding
- Risk Management
- Workers Compensation and Employers Indemnity Insurance including Premium Reviews and Claims Management Services.

This FSG only provides information on our general insurance services. If you are interested in any of the other services we can provide, ask us for a copy of our Financial Planning Division FSG. In summary we can provide advice and deal in relation to:

- Life Insurance, Income Protection, Superannuation, Business Succession Planning,
- Financial Planning, Retirement Planning, Estate Planning and Wealth Creation

How are we remunerated and how will you pay for this service?

We charge a fee, which will vary depending on the complexity of the service provided. In most cases, we also receive commission from the insurer who issues your policy, which is calculated as a percentage of the premium, as payment for placing the business with them and for processing their paperwork.

We also have Profit Share arrangements in place with Various Insurers. These can take the form of commission payments for volume of premium earned and/or training and development initiatives. We may also receive commission plus profit and volume bonuses for some premium funding contracts.

Full details of our earnings will be disclosed either in the documentation we provide to you, or on request.

Other remuneration arrangements we have with insurers

Austbrokers Holdings Limited (ABN 60 000 000 715) (AHL) and IBNA Limited (ABN 43 086 563 055) (IBNA) are joint owners of A & I Member Services (AIMS) a company that provides marketing, distribution and training services to members of the Austbrokers and IBNA Groups. Some insurers pay a commission to AIMS on selected products arranged by Austbrokers member insurance brokers which is an agreed percentage of the base premium (before



government fees or charges). Different insurers may pay different commission rates to AIMS.

This money funds the provision of AIMS services to Austbrokers and IBNA members. We, other Austbrokers Group members and IBNA members benefit from this support and it helps ensure we can continue to provide you with our extensive range of services.

Amendment/Cancellation of policy

In the event of an amendment or cancellation of an insurance policy prior to expiry, we usually charge an additional broker fee and where you cancel a policy and obtain a refund of premium we may also retain the commission we had earned.

How you will pay for this service

You can pay for the insurance premium and services provided by any method described on the invoice you will receive. You need to pay us within the time stipulated under "our terms of trade". This appears on the reverse side of our invoice together with other important information that you should read.

How our Staff are Remunerated?

Our staff receive an annual salary that may include bonuses based on performance criteria and achievement of company goals. They may also receive certain soft dollar benefits (such as gifts, entertainment, promotional items etc). These benefits are managed under our "Conflicts of Interest" policy.

Where we refer you to a Third Party

You may be referred to an external service provider to assist you in specialist areas (including a premium funder) and in doing so we may receive a referral fee or commission from them. If this happens we will advise you.

In making any referral, we do not advise or represent that their products and services are right for you and take no responsibility for the products and services they provide. You need to make your own decision based on the information they provide.

Where you are referred from a Third Party

You may be referred to us from a third party referrer. Where this occurs, the third party referrer may receive a referral fee or commission for introducing you to us. The fee will be paid to the referrer by us and will not involve any additional cost to you. Any referral fees payable will be disclosed in the documentation we provide to you, or on request.

How do we handle money?

We handle all money received from you or the insurer in relation to insurance in accordance with the requirements set out by the Corporations Act 2001 (Cth). We keep any interest earned on any amounts held by us on your behalf or on behalf of the insurer. The length of time we hold any money can vary according to the type of insurance and the different arrangements we have in place with insurers.

How can you give us instructions?

You may provide your Adviser with specific instructions by letter, email, telephone, fax or other means (as agreed with your Adviser).

How can you contact us?

Street Address: Level 2, 424 Warrigal Rd, Moorabbin VIC 3189 **Postal Address:** PO Box 832, Moorabbin VIC 3189
Phone: 03 8586 9326 **Fax:** 03 8586 9394 **Email:** info@abphilips.com.au **Web:** www.austbrokersphillips.com.au
Sydney: Austbrokers Holdings Pty Ltd **Street Address:** Level 21/111 Pacific Highway, North Sydney NSW 2060

GI V8 01/08/2011

Conflicts of Interest

As your Insurance Brokers, we are required to keep your interests uppermost in our dealings on your behalf. We are obliged to advise you when we receive benefits that are not listed under "Fees for our Services."

For example, if an Insurer, with whom we place a volume of business pays us additional commission, We will not arrange any policy with them based simply on that premise. We will look at the benefits of the cover provided and costs associated, before making our decision.

We are also obliged to monitor when insurers provide any external benefits to our company or individual representatives. If such an incident takes place it will be recorded by us in our Alternative Remuneration (Soft Dollar) Register. Should either of these occur they will be identified and you will be advised, if appropriate.

We will manage and monitor any "conflict" on your behalf.

Our Privacy Policy

We collect personal information to ensure we can offer or provide you with products and services most appropriate to your needs. We value your privacy and have adopted the principals set out in the Privacy Act 1988 as part of our commitment to maintain client confidentiality in the collection, use, disclosure or handling of personal information.

For further information about our privacy you can view our Privacy Policy on our website www.austbrokersphillips.com.au or you can contact our Privacy Officer.

Our Complaints Handling Arrangements

If you are not fully satisfied with our services, and you are unable to resolve the matter satisfactorily with your adviser, please contact our Professional Standards Manager who is responsible for handling complaints and disputes. We will acknowledge your complaint in writing and endeavour to resolve your problem within 45 days.

If you are still not satisfied, we subscribe to the Financial Ombudsman Service (FOS) this is an external dispute resolution (EDR) scheme that was established to provide free advice and assistance to consumers to help them in resolving complaints relating to members of the financial services industry.

FOS terms of reference and details of their service may be viewed at www.fos.org.au or phone 1300 78 08 08.

Professional Indemnity Insurance Arrangements

Austbrokers Phillips Pty Ltd has Professional Indemnity in place to cover us and our representatives for liability arising from the financial services we provide. This includes claims relating to the conduct of representatives who no longer work for Austbrokers Phillips Pty Ltd, but did so at the time of relevant conduct. We understand it is adequate to meet our requirements as Financial Services Licensee.

