

Financial Services Guide

The financial services referred to in this Financial Services Guide (FSG) are offered by Reliance Insurance Brokers Pty Ltd T/As Australian Reliance (ABN 45 127 707 813).

Our office is located at Level 13, Fawkner Centre, 499 St Kilda Road, Melbourne VIC 3004 and is open standard business hours Monday – Friday excluding public holidays and we can be contacted by telephone on (03) 9864 4444, facsimile (03) 9867 5110, by e-mail at info@relianceinsurance.com.au or through our website www.relianceinsurance.com.au

Reliance Insurance Brokers Pty Ltd T/As Australian Reliance (Australian Reliance) holds a current Australian Finance Services Licence No. 345986

Reliance Insurance Brokers Pty Ltd T/As Australian Reliance (ABN 45 127 707 813) is part of the Australian Reliance Group

This Financial Service Guide (FSG) sets out the services that we can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about:

- the services we offer you,
- how we and others 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

Retail Client Disclosure Information - Personal Advice –

Where we provide a recommendation to a retail client, in relation to a retail product, we will provide you with additional information as listed below:

- **Remuneration** – we will disclose the dollar amount of remuneration we will be paid by the insurer on the front of your Tax Invoice.
- **Disclosure Statement** - we will include a disclosure clause on your tax invoice schedule that will outline information about any remuneration and/or other benefits we may receive and any interests or associations we may have that may influence us in providing the advice.
- **Product Disclosure Statements** – 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**) or short-form PDS, unless you already have an up to date PDS or short-form PDS from the insurer. The PDS or short-form 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?

This FSG applies from 15th October 2014 and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG which is to be read in conjunction with this FSG.

Who is responsible for the financial services provided?

Australian Reliance 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.

Who are the people who provide our services?

We usually provide our services using Australian Reliance employees, however sometimes we will offer to sell you an insurance product using an Authorised Representative or Distributor who are third parties whom we have authorised to deal in specific insurance products on our behalf. When you are dealing with either an Authorised Representative or Distributor, you will be provided with a Profile document which sets out their company details, the services that we have authorised them to provide and the remuneration they will receive.

What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?

Australian Reliance is authorised to provide advice, issue and deal in General Insurance Products and Life Products – Consumer Credit Insurance only to wholesale and retail clients.

Sometimes we may act under a binder or agency agreement from the insurer. When we act under a binder or agency agreement we will be acting as the agent of the insurer. This means that we represent and act for the insurer, not for you. However If we do not advise you that we are acting under a binder or agency agreement with the insurer, we will be acting as your broker on your behalf.

When we arrange LoanProtect (LP), Lease Protection Gold Insurance (LPI) or Motor Finance GAP Protection (GAP) on your behalf we act under a binder to arrange your insurance or advise you about your insurance needs which means we will be acting as the agent of the Insurer.

Services Offered

We offer a range of services to assist you to protect your assets. These include reviewing and advising on your insurance needs, arranging and renewing insurance contracts on your behalf, arranging premium funding, if required and assisting with insurance claims.

Tailored advice?

To enable us to provide advice which is appropriate to your circumstances, you will need to provide us with complete information about the risk(s) to be insured, your situation and your needs and objectives. You should also tell us about any relevant changes as they occur. If you do not, your insurances may be inadequate to fully cover you.

If you are unable or choose not to provide some information to us, we will be unable to comprehensively review your circumstances. As this may limit our ability to make appropriate recommendations, you will need to assess the appropriateness of our advice to your needs before acting on it.

When we 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. We undertake a review of all insurers with which we deal with on an annual basis. When considering the renewal of your insurance policy, we will only seek additional quotes where the premium quoted by your current insurer is greater than 15% of the prior year premium or if there is a significant change to the policy wording.

How can you be contacted?

You can provide us with instructions to be contacted in person, by telephone, by email or in writing.

How will I pay for the services provided?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often 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 which typically ranges between 0% - 50% depending on the type of insurance. Different Insurers may have different rates of commission. However, in some cases we will also charge you a broker administration fee. All fees charged will be shown on the invoice that we send you and for retail clients we will also disclose the dollar amount of any commission earned. Alternatively, we may rebate all commissions to you and charge you a fee based upon the nature of the service we provide.

Commission and fees are earned for the policy period and we will be entitled to retain all commission and fees in respect of the full policy period in relation to policies placed by us.

Terms of Payment

You must pay us within 14 days of the date of the invoice or, in the case of a renewal, before the expiry date of the contract of insurance. You can choose to pay by credit card using the DEFT process, Bpay, electronic funds transfer (EFT), cheque and/or cash.

Cancellation/Alteration

We cannot cancel a contract of insurance without written instructions from a person(s) who is authorised to represent each of the parties who are named as insured's in the contract of insurance. We cannot cancel any contract of insurance which is subject to the Marine Insurance Act 1909.

If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, we will retain any fee we have charged you. We may also retain commission depending on our arrangements with the insurer.

Interest Earned on Trust Account

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.

Referrers/Alliance Partners

We may pay third parties who have referred you to us or referred us to an insurer, either an agreed commission amount of up to 50% of total remuneration or a set fee. Where a payment is made to a third party for referral of business, we will disclose this dollar amount to you on the Tax Invoice Schedule.

How are our advisers paid?

Our employee that will assist you with your insurance needs will be paid in two ways – salary, and a bonus or incentives which are based on a number of factors including achievement of company goals.

Other benefits

From time to time our employees may receive certain hospitality benefits (such as tickets to sporting events, movies, meals, bottles of wine, hampers). The receipt of these benefits is not based upon the volume of business placed with the provider, but is more of an ad hoc reward.

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

Australian Reliance is a 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 – 1.5% 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 from Steadfast at the end of each financial year (or other agreed period).

As a Steadfast Network Broker we have access to member 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 Steadfast Network Brokers for a fee.

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

Profit Share/Reward Agreements

We may also receive a profit share commission and/or earn rewards points from insurers and/or insurance agencies if a particular portfolio of business reaches a certain level of profitability.

Payments from these companies are based on, the volume of certain business we provide to them, certain loss ratio target levels being met and the profit that they earn on certain business within an agreed time frame. These payments do not affect the premium paid by you.

Premium funding

If we arrange premium funding for you we may be paid a commission by the premium funder in the range of 0% - 3%. 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 changes).

If you instruct us to arrange or issue a product, this is when we become entitled to the commission. 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. The amount of our commission and any fee that we charge will be set out in the premium funding contract

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

Australian Reliance has a professional indemnity insurance policy (PI Policy) in place. The PI Policy covers us and our employees/ authorised representatives and distributors for claims made against us and our employees/ authorised representatives and distributors by clients as a result of the conduct of us or our employees authorised /representatives and distributors in the provision of financial services. Our PI Policy also provides cover for claims relating to the conduct of employees/ authorised representatives and distributors who no longer work for us.

Privacy Statement

We are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act). We use the information you provide to advise about and assist with your insurance needs.

We maintain a record of your personal profile, including details of insurance policies that we arrange or issue 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, PDS or short-form PDS that we give or pass on to you for the period required by law. If you wish to look at your file, please ask us and we will make arrangements for you to do so. A copy of our privacy policy is available on request to: compliance@relianceinsurance.com.au.

Complaints and Disputes

If you are not fully satisfied with our services please contact our Complaints/Disputes Manager via our email address compliance@relianceinsurance.com.au and tell us about your complaint and/or dispute. We will acknowledge your complaint/dispute in writing and endeavour to resolve your problem within 20 days.

If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the Insurance Broking Division of the Financial Ombudsman Service Limited (FOS) on 1300 780 808.

Alternatively if your concern is with the insurer, you may contact the General Insurance Division of the Financial Ombudsman Service on 1300 780 808. FOS can also be contacted via email at www.fso.org.au or their mailing address: GPO Box 3, Melbourne, VIC 3001.

Australian Reliance is a member of FOS (Member No: 14895).

Australian Reliance subscribes to both the General Insurance Code of Practice and the Insurance Brokers Code of Practice. Further information relating to these codes can be found on our website or by contacting our office via: compliance@relianceinsurance.com.au.

If you ask us to act as your general insurance broker, we will do so on the terms set out in this Guide. Unless you tell us otherwise in writing, we assume that you agree with these terms and if you have any queries, please do not hesitate to contact us on the numbers provided on the front of this document.

AUTHORISED REPRESENTATIVE PROFILE

Reliance Insurance Brokers Pty Ltd trading as Australian Reliance (Australian Reliance) is an Australian Financial Service Licence holder under the Corporation Act. Further details regarding our products, services, remuneration and other important information may be found in our Financial Service Guide (FSG) attached to this Authorised Representative Profile.

Introduction

This Authorised Representative Profile is designed to assist you in deciding whether to use the insurances services provided by Remuneration Services (Qld) Pty Ltd (RemServ) and Maxxia Pty Ltd (Maxxia) on behalf of Australian Reliance. It explains the authorisations, services and how they are remunerated for their services. However Australian Reliance remains responsible for the financial services provided to you or through you to your family members, including the distribution of this FSG.

Maxxia and RemServ are authorised to distribute the Australian Reliance FSG and this AR Profile forms part of the FSG.

Maxxia and RemServ Company Profile

Maxxia and RemServ specialise in salary packaging solutions for consumer clients

Authorisations:

Australian Reliance has authorised Maxxia and RemServ to provide the following services on behalf of Australian Reliance:

- General product information, but not personal financial product advice on the products listed below
- Arrange for the application and issue of the products listed below

The products in respect of which Maxxia and RemServ have been authorised by Australian Reliance to provide the above services are:-

- Motor Finance Gap Protection Insurance underwritten by Chubb Insurance Company of Australia Ltd
- Lease Protection Gold Insurance underwritten by Chubb Insurance Company of Australia Ltd

The information provided to you by the Authorised Representative and its employees does not take into account your personal objectives, financial situations or needs.

Maxxia and RemServ are not authorised to provide personal advice in relation to the above products or any other financial products. If such advice is required, you should contact Australian Reliance at the contact details below.

Remuneration

Maxxia and RemServ are paid remuneration in respect of its services as set out below:-

- Motor Finance Gap Protection Insurance – An administration fee of \$1027.00 plus GST
- Lease Protection Gold Insurance – An Administration Fee of up to \$18.00 plus GST per \$1,000.00 of total amount financed plus up to \$97.00 plus GST per policy issued.

All these commissions and fees are included in the premium charged.

Please refer to the attached FSG for a detailed explanation of commissions and fees that may be paid to Australian Reliance.

How to instruct Maxxia and RemServ

Any questions or concerns should be directed in the first instance to Maxxia or RemServ at the contact details below:

Maxxia Pty Ltd

Level 19/360 Elizabeth Street,
Melbourne, Vic 3000

Phone: 1300 123 123
Fax: 1300 733 444
Email: info@maxxia.com.au
ABN 39 082 449 036
Authorised Representative No.278683

Remuneration Services (Qld) Pty Ltd

Level 17, 69 Ann Street
Brisbane, Qld 4000

Phone: 1300 303 940
Fax: 1300 301 866
Email: remserv@remserv.com.au
ABN 46 093 173 089
Authorised Representative No.293159

Alternatively, Australian Reliance can be contacted at the contact details below:

Australian Reliance

Level 13 Fawkner Centre
499 St Kilda Road
Melbourne, Vic 3004

Phone: 03 9864 4444
Fax: 03 9867 5110
Email: info@relianceinsurance.com.au
ABN: 45 127 707 813
Australian Financial Service Licence No. 345986

Important Information

DUTY OF DISCLOSURE

Before you enter into a Contract of general insurance with an Insurer, you have a duty under the Insurance Contracts Act 1984 to disclose to the Insurer every matter that you know or could reasonably expect to know, is relevant to the Insurer's decision whether to accept the risk of Insurance and if so, on what terms. You have the same duty to disclose those matters to the Insurer before you renew, extend, vary or reinstate a contract of general insurance. Your duty however does not require disclosure of matters :-

- That diminishes the risk to be undertaken by the Insurer
- That is common knowledge
- That your Insurer knows or, in the ordinary course of business, ought to know
- As to which the compliance with your duty is waived by the Insurer

NON DISCLOSURE

If you fail to comply with your Duty of Disclosure, the Insurer may be entitled to reduce the liability under the Contract in respect of a claim or may cancel the Contract.

If non disclosure is fraudulent, the Insurer may also have the option of avoiding the Contract from its beginning.