

FINANCIAL SERVICES GUIDE

This guide contains important information about:

- * The services we offer you
- * Any potential conflict of interest we may have
- * How we are paid
- * Our internal and external disputes resolution procedures and how you can access them

When we give you financial advice regarding a Prescribed Product as listed below in “Financial Services Provided” we will issue a *Statement of Advice* (SOA).

In the *Statement of Advice* we will tell you about:

- * Our commission and fees
- * Any associations we have with Financial Product Issuers or other parties which may have influenced the advice we give you

Furthermore, if we recommend to you a Financial Product from this list we will give you information about the particular Financial Product, a *Product Disclosure Statement*, to help you make an informed decision about the Financial Product.

Financial Services Provided

Insurance Broking Queensland Pty Ltd is able to deal in the prescribed General Insurance Products for:

- * Home Building Insurance
- * Motor Vehicle Insurance
- * Consumer Credit Insurance
- * Travel Insurance
- * Home Contents Insurance
- * Personal and Domestic Property Insurance
- * Sickness and Accident Insurance

Professional Memberships

Insurance Broking Queensland Pty Ltd is a member or participating broker of:

- * Steadfast Group Limited
- * Insurance Brokers’ Disputes Limited
- * National Insurance Brokers Association
- * Queensland Council of Insurance Brokers

Our 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.

Remuneration by way of Commission and Fees: Insurance Broking Queensland Pty Ltd receives a commission from your Insurer, based on a percentage of the base premium, usually between 7.5% to 22.5% dependent upon the General Insurance Product that we arrange on your behalf. This commission is not an additional cost to you as it is included in the overall pricing structure by the Insurer. In addition or as an alternative, Insurance Broking Queensland Pty Ltd will include a Fee which is variable based upon the time we spend providing you with the advisory services you require. These amounts will be detailed on the *Statement of Advice* (SOA). NOTE: SOA’s are only issued for the Prescribed Products listed above.

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

Insurance Broking Queensland is a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 – 1% commission for each product arranged by us with those insurers. These payments are used to operate Steadfast.

Depending on the operating costs of Steadfast (including the costs of member services provided by Steadfast to us and other Steadfast shareholders) and the amount of total business we place with the participating insurers in any financial year, we may receive a proportion of that commission at the end of each financial year.

As a shareholder of Steadfast 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 shareholders for a fee. You can obtain a copy of Steadfast’s FSG at ‘www.steadfast.com.au’.

In some cases we may also receive an amount based upon volume or the profitability of insurance placed across our entire portfolio with an insurer over a period of time.

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) (**funded premium**). 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 – 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.

We do not deal with all premium funders or consider all available products when we make recommendations to you about premium funding. Steadfast has exclusive arrangements with some premium funders under which Steadfast will receive up to 0.5% of funded premium. These payments are used to operate Steadfast. Depending on the operating costs of Steadfast and the amount of total business we place with the participating funders in any financial year, we may received a proportion of that commission at the end of each financial year.

Complaints Handling: If you should have a complaint please contact us and tell us about your complaint. Insurance Broking Queensland Pty Ltd is a member of the Insurance Brokers Disputes Ltd. If your complaint is not satisfactorily resolved within 20 days, please contact Shayne Smith on 3839 5516 or put your complaint in writing and send it to him C/- the address shown above. We will try to resolve your complaint quickly and fairly. If the complaint can’t be resolved to your satisfaction you have the right to refer the matter to Insurance Brokers Disputes Ltd. They can be contacted on phone 1300 780 808, fax 03 9620 0166, Level 5, 31 Queen Street, Melbourne VIC 3000, email info@ibdLtd.com.au or website www.ibdLtd.com.au.

Privacy: We will maintain a record of your personal profile and any recommendations made to you. Insurance Broking Queensland Pty Ltd is committed to implementing and promoting a *Privacy Policy*, which will ensure the privacy and security of your personal information. A copy can be supplied upon request.

Insurance Brokers – Act on Your Behalf: Insurance Broking Queensland Pty Ltd acts on YOUR behalf when arranging insurance products in accordance with the instructions received from you.

Instructions: You may tell us how you would like to give us instructions. For example, by telephone, post, fax or other means such as e-mail.

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