

# Financial Services Guide

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

Allsafe Insurance Brokers Pty Ltd ABN 44 010 468 818  
Suites 1 & 2, 33 Sanders St, Upper Mt Gravatt Qld 4122  
PO Box 6512, Upper Mt Gravatt Qld 4122  
Phone 1300 908 404 Fax (07) 3420 4122  
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This 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.

## 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**) or Important Information Statement.

When you ask us to 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.

## Product disclosure statement

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 product.

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### From when does this FSG apply?

This FSG applies from 1<sup>st</sup> November 2018 and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

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### How can I instruct you?

You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.

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**Who is responsible for the financial services provided?**

Allsafe 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.

Allsafe Insurance Brokers Pty Ltd holds a current Australian Financial Services Licensee no: 239041. The contact details for Allsafe Insurance Brokers Pty Ltd are on the top of this FSG.

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

Allsafe Insurance Brokers Pty Ltd is authorised to issue, advise and deal in general insurance products to wholesale and/or retail clients. We will do this for you as your broker unless we tell you otherwise.

Sometimes we will act under a binder or agency from the insurer. When we act under a binder or agency we will be acting as the agent of the insurer. This means that we represent and act for the insurer, not for you. We will tell you when we act under a binder or agency to arrange your insurance or advise you about your insurance needs.

We currently have a binder agreement with:

- The Hollard Insurance Company Pty Ltd for Business, Home & Strata Insurance.

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**Will I receive tailored advice?**

Maybe not in all cases. However, 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 issue insurance policies to 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.

You should read the warnings contained in any SOA, or any other warnings that we give you, carefully before making any decision about an insurance policy.

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.

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**Contractual Liability and your insurance cover**

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.

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**What information do you maintain in my file and can I examine my file?**

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 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. A copy is also available on our website [www.allsafe.com.au](http://www.allsafe.com.au)

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

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**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. However, 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 will 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.

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**Electronic Delivery of Disclosure Notices**

Please note that where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you electronically, via email or links to websites etc. If you have provided your email address to Us we will typically use that email address for all correspondence and disclosure notices. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

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**How are any commissions, fees or other benefits calculated for providing the financial services?**

Unless we tell you otherwise, we are remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us (including renewal and some variations). The commission is calculated as a percentage (ranging from 0-27%) of the insurer's base premium (ie premium excluding stamp duty, fire services levy, GST or any other government taxes, fees or levies)

We may also charge you a Broker Fee.

We may also receive other income or benefits from insurers, including commission or allowances, from insurers for managing binding authorities or other similar facilities and profit commissions or profit shares on certain classes of insurance. In some instances this remuneration is only paid to us if the portfolio is more profitable than the insurer would normally expect from this type of business. The percentage of profit payable may vary and is not guaranteed.

We do not often pay any commission, fees or benefits to others who refer you to us. If we do we will pay commissions to those people out of our commission or fees (not in addition to these amounts).

When we provide you with any advice regarding CTP insurance we may receive a commission from the CTP Insurer we refer you to.

Our employees that will assist you with your insurance needs will be paid a market salary and may include bonuses based on our performance criteria.

If we give you personal advice, we will inform you 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.

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

Allsafe Insurance Brokers may enter into agreements with a limited number of insurers or premium funders under which we may receive fees or other remuneration, such as profit share for the retention or growth of various insurance portfolios. The remuneration we may receive from these agreements is variable, and is based on factors such as business retention, the volume of products or funding contracts arranged or the profitability of the portfolio of products arranged. Any commissions which may be payable are variable and are not guaranteed. If you have any questions please ask us.

**Steadfast**

Allsafe Insurance Brokers Pty Ltd 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](http://www.steadfast.com.au)

**Premium Funding**

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 changes). 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 to 4% 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. The amount of our commission and any fee that we charge will set out in the premium funding contract.

### CQIB

Allsafe Insurance Brokers Pty Ltd is also a member of the Council of Queensland Insurance Brokers Inc. (CQIB) and may receive indirect benefits from arranging cover for CQIB branded products. CQIB negotiates with certain insurers to issue enhanced products with broader cover for the clients of CQIB members. CQIB may receive royalties and/or sponsorship from the insurers depending on the continued support from members. CQIB also receives sponsorship from Insurers and other service providers for its annual convention and monthly member meetings. These royalties and sponsorships also provide members Education programs which offer opportunities for members to enhance their skills and knowledge.

### Allsafe Financial Services Pty Ltd

We may refer you to a Life Insurance adviser to complement your insurance program. We will recommend the services of Allsafe Financial Services Pty Ltd which is an Authorised Representative of Millennium 3 Financial Services Pty Ltd. Directors of Allsafe Insurance Brokers Pty Ltd are also directors of Allsafe Financial Services Pty Ltd.

### Queensland Underwriting Solutions

A director of Allsafe Insurance Brokers Pty Ltd also has a shareholding in Queensland Broker Holdings Pty Ltd, in partnership with Steadfast Group, trading as Queensland Underwriting Solutions Pty Ltd (QUS). Where appropriate for our clients' needs, Allsafe Insurance Brokers Pty Ltd may recommend products from QUS. As a shareholder, the director may receive dividends from QUS. Any dividends which may be payable are variable and are not guaranteed. If we recommend a Retail Product we will also disclose this relationship in our Important Information document.

### Aviso

Allsafe Insurance Brokers Pty Ltd (**Allsafe**) is a shareholder of Aviso Group Pty Ltd (**Aviso**), which is the owner of the Aviso Group trademarks and intellectual property. Aviso Group Pty Ltd has granted Allsafe a licence to use the Aviso trademarks and its intellectual property. Aviso has arrangements with some insurers and premium funders (**Partners**) under which Aviso may receive between 0.5 – 1.5% commission and/or profit incentives for each product arranged by us with those Partners. We may receive a proportion of that commission from Aviso at the end of each financial year (or other agreed period).

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**What should I do if I have a complaint?**

1. Contact us and tell us about your complaint. We will do our best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 20 days, please contact our complaints officer on 1300 908 404 or put your complaint in writing and send it to the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. Allsafe Insurance Brokers Pty Ltd is a member of the Australian Financial Complaints Authority (**AFCA**). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. The AFCA can be contacted at:

*Mailing address:*

Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001

Ph – 1800 931 678

Email – [info@afca.org.au](mailto:info@afca.org.au)

Website - [www.afca.org.au](http://www.afca.org.au)

4. The Hollard Insurance Company Pty Ltd are also members of the Australian Financial Complaints Authority (**AFCA**). If you have a complaint that can't be resolved to your satisfaction about a policy that we have arranged under a binder, you have the right to refer the matter to the AFCA at no cost to you.

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

Allsafe Insurance Brokers Pty Ltd has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers us and our representatives (including our authorised representatives) for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives in the provision of financial services

Our PI policy covers us for claims relating to the conduct of representatives who no longer work for us.

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**Any questions?**

If you have any further questions about the financial services Allsafe Insurance Brokers Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with Allsafe Insurance Brokers Pty Ltd.

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