



## Financial Services Guide

For Retail Clients who are individuals or small businesses (<20 employees) or manufacturers (<100 workers) **AND**  
Who purchased a Retail Product including Motor, Home Building and Contents, Sickness and Accident or Travel.

We subscribe to and are bound by the Insurance Brokers Code of Practice a full copy of which is available from the National Insurance Brokers Association (NIBA) website, [www.niba.com.au](http://www.niba.com.au).

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

AustralAsia Insurance Brokers Pty Ltd (AAIB)  
AFS License No. 229568  
Unit 206, ERA Commercial, 7 Railway Street, Chatswood NSW 2067.  
P.O. Box 773, Chatswood NSW 2057  
Tel: 9904 7888  
Email: [info@aaib.com.au](mailto:info@aaib.com.au)

### If you want us to provide our services to you via a third party appointed by you

We need a written confirmation that the third party will assume all your responsibilities (see below) as the Insured and that we are authorised to follow the instructions by this third party as if they have been given by you.

### If you provide services or goods to Australian sanctioned countries or entities

Please let us know because under Australian law we cannot provide services to you.

### 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.

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

### We are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you

We, AAIB, are not independent, impartial, or unbiased pursuant to section 923A of the Corporations Act because:

- We may receive commission when we provide personal advice to you in relation to insurance products and other financial products;
- Through our membership with Steadfast Group, we may have associations or relationships with issuers of insurance products and other financial products.

Further information about these benefits and relationships is set out in this Financial Services Guide.

If you have any questions about this information, please ask us.

### 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 to retail and wholesale clients. We will do this for you as your broker unless we tell you otherwise.

#### Nature of Advice

You may not receive tailored advice in all cases. 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.

We shall charge you a broker fee for our backoffice work. We shall charge you admin fees for advice and certain other services throughout the period of insurance.

For Wholesale Clients 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.

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 may also charge you a cancellation 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.

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.

#### How are our employees paid?

Our employees who will assist you with your insurance needs will be paid a market salary. There is no volume based incentive nor any other incentive.

#### 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 and hold shares in Steadfast. Our director also holds shares in Steadfast.

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.

Steadfast has arrangements with some insurers and premium funders under which these partners pay Steadfast a fee to access strategic and technological support and the Steadfast Network Brokers including access to the Steadfast Client Trading Platform. This fee may be used by Steadfast to subsidise some of the services that Steadfast Network Brokers are entitled to access. Steadfast is also a shareholder of some Partners.

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 0.25% 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.

#### 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 to and personally handled by our Managing Director. We will do our best to resolve it quickly with our Internal Dispute Resolution service which is free-of-charge.

Your complaint will be handled personally by our Managing Director in a fair, transparent and timely manner. We shall, in writing as far as practicable:

- immediately (or if this is not possible as soon as practicable) acknowledge the receipt of Complaints or Disputes and address them promptly in accordance with their degree of urgency;
- only ask for and take account of relevant information in considering a Complaint or Dispute;
- immediately initiate action to correct any identified error or mistake in dealing with a Complaint or Dispute;
- keep you informed about the progress of your complaint at least every ten (10) business days;
- allow you to seek access to information we have relied on in assessing a Complaint or Dispute and provide you with access to the information, except in special circumstances, such as where this would breach any laws (e.g. privacy) or would prejudice us in relation to the Complaint or Dispute; and
- provide reasons why we will not give you access to such information mentioned above; and

If your complaint cannot be resolved within 21 days or such later time agreed with you in order to obtain information or undertake the relevant assessment or investigation to your satisfaction, then you may lodge a complaint with the Australian Financial Complaints Authority of which we are a member.:

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

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

Phone: 1800 931 678

#### 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 your 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**

We need your consent to collect, use, and store your personal information so we can arrange and manage your insurance.

**By instructing us to continue arranging insurance on your behalf, you are providing this consent.**

You can withdraw or change your consent at any time by telling us in writing, and we will stop collecting or using your information for these purposes unless the law requires us to keep it.

**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.