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Financial Services Guide (FSG)

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This is an important document. Please read it carefully and keep it in a safe place. This FSG (Applies from 1st November 2018) is designed to assist you in deciding whether to use any of the services outlined in it. It contains information about the remuneration we receive and how any complaints you may have will be handled. It replaces any previous FSG issued to you by us.

About Us

Central Brokerage Services 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.

Central Brokerage Services Pty Ltd holds a current Australian Financial Services Licensee no: 241187. The contact details for Central Insurance Brokers are on the front of this FSG.

Central Insurance Brokers is a member of the National Insurance Brokers Association of Australia (NIBA) and subscribes to the General Insurance Brokers' Code of Practice.

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.

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

Central Insurance Brokers is authorised to 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.

This FSG sets out the services that we can offer you and contains important information about:

- 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.

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).

How can I instruct you?

You can contact us to give us instructions by post, phone, fax or email on the contact details mentioned above.

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 policy.

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 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.centralins.com.au.

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

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 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.

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.

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

Central Insurance Brokers is a Network Broker of Steadfast Group Limited (**Steadfast**). Steadfast has exclusive arrangements with some insurers and underwriting agencies (**Partners**) under which Steadfast will receive between 0.5 – 1.5% commission for each product arranged by us with those Partners. These payments are used to operate Steadfast.

Steadfast also has exclusive arrangements with some premium funders under which Steadfast will receive 0.5% marketing and administration fee for each amount funded by Steadfast Network Brokers with those premium funders.

Depending on the operating costs of Steadfast (including the costs of services provided by Steadfast to Steadfast Network Brokers) and the amount of total business Steadfast Network Brokers place with participating Partners and premium funders in any financial year,

Steadfast Network Brokers may receive a proportion of that marketing and administration fee at the end of each financial year.

Steadfast provides access to Steadfast Network Brokers' 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 to Steadfast Network Brokers.

These Steadfast Network Broker services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

Steadfast is a shareholder in a number of Steadfast Network Brokers. Steadfast is also a shareholder of some Partners.

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

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 to 3% 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.

We may be eligible for other pecuniary benefits such as Insurer profit share agreements.

Provided that we meet certain criteria, including profitability, we may receive additional commission by way of a profit share bonus. This will be a payment made by an Insurer based on: 1) the profit they earn on certain business; and/or 2) the volume of certain business we provide to them, in an agreed period. It may be a percentage of the profit (or levels of profit) or an agreed amount depending on the level of profit achieved.

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, in some cases we will also charge you a fee which will be shown on our invoice provided.

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 of premium owed to you as a result of a cancellation or alteration to a policy, we will refund the net premium we receive from your insurer.

We will not refund our fees or commission applicable to the refunded premium.

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

Our commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 30%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any fees that we charge you will be either set fees for that particular class of insurance or dependant entirely on time taken in tailoring your insurance needs in these particular cases we would advise you accordingly.

We may pay commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 10 to 30% of our commission or fees.

Our Employee or Authorised Representative that will assist you with your insurance needs will be paid a market salary which may include, for the policies we arrange for you, a percentage of our commission or fees.

If we give you a SOA, we will list in that document 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.

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

Central Brokerage Services Pty Ltd has 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. The PI policy covers us and our employees for claims made against us by clients as a result of the conduct of us, our employees or other representatives in the provision of financial services.

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 48 hours, please contact our Complaints Officer on 93688999 or put your complaint in writing, addressed to the Complaints Officer to the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. Central Insurance Brokers 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 AFCA.

AFCA can be contacted –

In writing to:

Australian Financial Complaints Authority

GPO Box 3,

Melbourne Vic 3001.

Phone – 1800 931 678

Email – info@afca.org.au or

Website – www.afca.org.au.

Any Questions?

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

Please retain this document for your reference and any future dealings with Central Insurance Brokers.
