

FINANCIAL SERVICES GUIDE

Version Date: 21/12/2023

1. WHAT IS A FINANCIAL SERVICES GUIDE?

This Financial Services Guide (FSG) contains information about our services, what we are paid in relation to our services, your rights as a client and other things you need to know in relation to insurance matters including how any complaints you may have will be dealt with. We trust it will assist you in deciding whether to use our services.

If you ask us to act as your general insurance broker, or we already are, we will do so on the terms set out in this FSG. By requesting our services, you accept these terms. If there is any change to these terms, we will confirm them to you in writing. This FSG records the basis of our relationship.

You might also receive some other documents after or at the time we advise you about your insurance needs including:

- **Terms of Engagement and/or Letter of Appointment** – this details the terms and conditions of our appointment as your general insurance broker;
- **Risk Analysis** – this will be a questionnaire that enables us to assess and understand your needs and objectives in protecting your assets and/or liabilities;
- **Statements of Advice (SOA) or Further Information Regarding our Advice (FIRA)** – these will be written summaries recording our advice and the basis on which it was provided (as well as disclosing details of our remuneration and any affiliations we have that may affect our advice);
- **Product Disclosure Statements (PDS)** – these documents are prepared by the respective issuers of the products and will contain information about the products we recommend to you. They will help you in your decision about whether to acquire the product; and
- **Confirmation notices** – these will confirm the details of transactions we have arranged on your behalf.

If you need more information or have any questions, please feel free to telephone us.

2. ADROIT INSURANCE & RISK

Adroit Insurance and Risk Pty Ltd ABN 75 078 972 700 (Adroit) has been appointed by Insurance Advisernet Australia Pty Limited ABN15 003 886 687 (IA) to recruit authorised representatives for IA and supervise and manage those authorised representatives. While Adroit holds an AFSL, Adroit and those individuals will not be providing any financial services to you. IA will be the licensee providing financial services to you and IA will be responsible for those financial services. IA will pay Adroit fees for the services it provides to IA.

3. WHO IS THE LICENSEE?

Insurance Advisernet Australia Pty Limited (IA) ABN 15 003 886 687 is the Licensee and holds Australian Financial Services Licence No. 240549 under the Corporations Act 2001 to provide general insurance broking services. IA is a principal member of the National Insurance Brokers Association of Australia (NIBA) and subscribes to their Code of Practice.

IA was formed in 1996 to allow insurance advisers the benefits of being able to tap into a national buying group for products and services needed in today's complex business world and is a member of the publicly listed AUB Group Limited which has over \$4.5 billion of gross written premium under management.

You can contact the head office of IA at:
Insurance Advisernet Australia P/L
PO Box 633
NORTH SYDNEY NSW 2059
Phone: 1300 366 085

4. WHAT SUPPORT DOES IA PROVIDE?

The quality of advice that your adviser gives and the range of services they offer require substantial support infrastructure that is provided by IA.

The infrastructure includes:

- sophisticated planning tools to help develop more effective solutions
- access to current research that can identify and compare a variety of insurers products
- access to a comprehensive range of insurers both within Australia and overseas
- essential educational and professional development resources that underpin the quality of advice
- database, system, and technology management
- back office accounting and administrative support
- systems to protect your information.

5. LACK OF INDEPENDENCE DISCLOSURE

We are not independent, impartial, or unbiased because IA and our representatives may receive remuneration or other gifts or benefits from:

- the issuer of the general insurance product you buy (e.g. commission that we retain); or
- other third parties for related services provided in connection with our advice service (e.g. premium funding), which may reasonably be expected to influence the advice provided to you.

We explain these arrangements in more detail in this document.

It is important to note that when providing advice to you we always act in our client's best interest and have policies and procedures to properly manage conflicts of interest. You can ask us should you need more information.

6. CUSTOMER SUPPORT

We are committed to supporting clients who may be experiencing vulnerability. The vulnerability may be due to a range of factors including (but not limited to); age, disability, mental and/or physical health conditions, family and domestic violence, financial distress and other personal or financial circumstances causing significant detriment. We will do our best to identify any vulnerability, however, we encourage you to communicate with us and advise if you are experiencing vulnerability as we may not otherwise become aware of these circumstances if you do not tell us.

Where we identify that additional support or assistance is needed, we will work with you to find a suitable way to proceed, whilst at all times respecting your right to privacy and self-advocacy. This additional support may include seeking support from a third party, for example, a lawyer, interpreter or friend and we will make reasonable accommodations to allow for this. In some cases, we may be able to

assist by referring you to people or services with specialist training and experience.

7. WHAT PRODUCTS & SERVICES ARE WE AUTHORISED TO PROVIDE YOU?

We are committed to providing sound advice on your general insurance requirements which are based on your needs and our comprehensive market knowledge.

We offer a range of insurance and risk management services to assist you to protect your assets and liabilities.

We commit to undertake the following activities:

- conducting an analysis of your risk/needs and advise our recommendations on the correct covers required
- recommending the appropriate financially secure and stable insurers to match the risk
- recommending alternatives on your risk retention through various excess options
- recommending alternatives to pay premiums in monthly instalments (where reasonably available)
- prompt and timely servicing of your account to ensure you are adequately informed of issues that may affect you
- assisting with lodgement of insurance claims and follow up help you claim your entitlements.

We are able to provide financial product advice and deal in a wide range of general insurance policies. Your Adviser is authorised to provide financial product advice for certain classes of general insurance including:

Home Building/Contents	Business / Professional
Motor Vehicle	Trades / Farm Package
Personal Accident & Illness	Property Damage
Directors & Officers Liability	Public Liability
Burglary / Money	Professional Indemnity
Travel	Cyber Liability

To enable us to provide advice that is appropriate to your circumstances, we will need you to provide us with complete information about the risk(s) to be insured on our Risk Analysis document to ensure we correctly evaluate your situation, needs and objectives. You should also tell us about any relevant changes as they occur.

If you are unable or choose not to provide some information to us, our review will be incomplete and may not take into account all of your needs or circumstances. We may still give you advice, but in some cases we may also decide that it is not appropriate to give you advice without further information. You will need to assess the appropriateness of our advice, if given, to your needs before acting on it.

8. WHO DO WE ACT FOR?

As a general insurance broker, IA and your adviser normally act for you.

IA has arrangements with a number of insurers to arrange and issue contracts of insurance on their behalf. These are called "binding authorities" or "binders". When IA and your adviser arrange insurance under one of these binders, they will be acting on behalf of the insurer, not on your behalf. You will always be told when this is the case.

9. HOW WILL WE LOOK AFTER YOUR INSURANCE NEEDS?

You can provide us with instructions in person, by telephone or email or in writing however we may require your signature on our Risk Analysis document to ensure we have correctly assessed your situation and/or circumstances.

New Business

Contact us as soon as possible if you need cover for a risk or property that is not insured. If you need immediate cover, we can usually obtain

an interim contract of insurance (which is generally valid for a month or less). To arrange this, we will need details of the property or risk and all other information that you need to disclose to the insurer.

We will then send you a proposal/risk analysis document for completion. You will need to complete and sign this and return it to us as soon as possible and before the interim cover expires.

We will send the original insurance contract documents as soon as they are issued correctly by your insurer. As these are legal documents, you should keep them in a safe place.

Renewals

Your insurer is obligated to give you at least 14 days' notice of expiry of any insurance contract. Your insurer will send a notice of renewal or non-renewal to us for insurance that we arranged or last renewed for you. We will promptly pass on renewal notices to you provided you have not notified us that you no longer wish us to act on your behalf.

At that time, we will send you the insurer's offer to renew the insurance contract and invoice you for the cost of the renewal. If the insurer does not offer to renew the contract, we will contact you. If you want to change the details of the cover, contact us as soon as you receive the renewal offer. If you wish us to renew the contract on your behalf, you must provide us with written instructions to do so and/or pay the premium and other charges (including our fees and charges) before the date shown on the invoice.

In some circumstances we may be able to arrange for the insurer to cover you temporarily before payment is received, but we cannot guarantee this.

If you arranged or renewed insurance directly with an insurer or through another broker, we will not be responsible for notifying you of expiry or arranging renewal unless you ask us to do so.

Variations

You should carefully monitor and review that your insurance contract is adequate to cover your assets or business activities.

If you want to vary any cover, e.g. by increasing the sum insured or adding other property, please provide us with details of the changes you require and any other information you need to disclose to the insurer.

We will try to arrange the variation with the insurer and, if accepted by the insurer, provide you with written confirmation.

In circumstances of new business, renewals, and variations we will promptly advise you if the policy coverage is accepted, declined, cancelled, or lapsed.

Claims

We will receive your claims notifications, assist, and advise you regarding the scope of cover and pass the information to the insurer.

If a loss adjuster is appointed, we will, with your permission, pass on your contact details and coordinate meetings. In the case of a major loss, we can attend the initial meeting with the loss adjuster if you wish us to.

We will promptly forward to you all claims documentation, insurance company settlement cheques and other information.

We will do our best to help you receive your full entitlements. If an insurer declines your claim, you will need to obtain legal advice from a qualified lawyer.

Your Contact Details

As we need to contact you from time to time, it is important that you give us details of any change of address or contact details. We will use the latest contact details we have and will be entitled to assume you have received our communications. If you do not update your details, your insurance coverage might be prejudiced.

10. WHAT FEES AND COMMISSIONS ARE PAYABLE FOR SERVICES?

You are entitled to know how and what we will charge for our services and what other benefits we receive.

IA's remuneration

As a general rule, we may be paid and retain a commission, when we arrange insurance on your behalf. The insurer will pay us an amount based on a percentage of the base premium of between 5% and 27.5%. In addition to a commission we may receive from insurers, we may also charge you fees and charges for providing financial product advice and arranging your insurance program. These fees and charges may include fees and charges we call an Adviser or IA service fee, an Adviser or IA administration fee, an Adviser or IA cancellation fee. An Adviser or IA variation fee or fees or charges we give other names.

We may also choose to rebate all or some commissions and charge you an Adviser or IA fee or charge based upon the nature of the service we provide.

Your adviser's remuneration

IA may pay your adviser between 80% and 100% of the commission, fees and/or charges received by IA.

Your adviser may also be paid a salary and a bonus or incentives which are based on a number of factors including the achievement of IA's and his/her employer's corporate goals.

Example:

Base Premium	\$100.00
Fire Services Levy	\$30.00
GST	\$13.00
Stamp Duty	\$7.00
Total Premium	\$150.00

Total Commission received by IA \$15.00
(assuming the insurer paid a commission rate of 15%)
Commission that may be paid to your Adviser \$12.00
(assuming adviser commission rate of 80%)

Our fees and charges will be clearly noted on your invoice.

Our fees and charges will include GST and some of our charges may be tax deductible.

If we hold your money in trust pending payment to the insurer, we also receive and retain the interest earned.

IA also provides the following "back office" functions for some Insurers:

- costs of data communication, data input and data management
- utilisation and development of our system software for premium rating and/or risk acceptance
- issuance and distribution of policy documents
- administration of premium collection and payments
- administration of claims and payments
- portfolio management.

For these services that are not normally part of the services provided to clients, IA may receive from relevant Insurers a distribution access fee.

As we have different arrangements with different insurers, we will provide you with specific information (usually in our SOA, FIRA, quotation or tax invoice) about the basis and amount of premium, statutory and similar charges and our fees and charges that you will be charged before or at the time we arrange your insurance.

Other

Some insurers may also pay IA a quality practice contribution to support the Insurer and IA to work together to develop and implement high quality (and improved) insurers services provided by the insurer and IA to you. These arrangements are negotiated by IA Head Office with certain insurers and our Advisers have no knowledge of these

arrangements. If you require more information or an explanation of the above, please ask us.

IA and your adviser may receive indirect benefits such as business lunches, tickets to sporting and/or cultural events, corporate promotional merchandise and other unquantifiable minor benefits (soft dollar benefits). We will not accept any non-monetary remuneration where doing so could reasonably be expected to influence the advice we provide to you.

If a person has referred you to us, we may pay them a part of any commission, fees, or charges we receive.

These payments are not additional amounts that you are required to pay for your insurance.

Premium Funding

If we refer you to a premium funder and you enter premium funding arrangements with them, we may receive a fee for that referral or a commission which is a percentage of the amount funded excluding GST. The amount we receive varies depending on our arrangement. As a general rule, the premium funder will pay us an amount based on a percentage of the amount you borrow between 0.5% and 4%. In some cases, we have quality practice contribution arrangements with the premium funder to support the premium funder and IA develop and implement high quality (and improved) services provided by premium funder and IA to you. We may also receive soft dollar benefits from them.

Conflict of interest

Where we arrange a policy, an insurer can pay us commissions. It is the major form of insurance broker remuneration and can create a potential conflict of interest because it may be in our interest to recommend the product issuer or service provider that pays us the most because it increases our remuneration. This may not be in your interest in certain circumstances.

Another key conflict is where we may be seen to favour the interest of one client or group of clients over another because it is in our interest to do so. Due to the extensive number of our clients and their varied requirements, we have a variety of procedures in place to manage these potential conflicts of interest.

IA is a member of the AUB group of insurance brokers. In some cases, we may refer you to, or advise you to use the services of one of our related bodies corporate. As a member of the same corporate group, we may indirectly benefit from any such referral or advice if it improves the group's performance.

11. WHAT ARE OUR TERMS OF PAYMENT?

Invoices

We will invoice you for the premium, statutory and similar charges (e.g. stamp duty, fire services levy, etc) and any fees and charges we charge for arranging your insurances.

You must pay us within the date specified on the invoice or, in the case of a renewal, before the expiry date of the contract of insurance.

If you do not pay the premium on time, statutory and similar charges and our fees and charges on time, the insurer may cancel the contract of insurance and you will not be insured. The insurer may also charge a short term penalty premium for the time on risk.

Premium funding products enable you to pay your premiums and statutory and similar charges by instalments. We may refer you to a company that provides premium funding.

Cancellation

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 insureds in the contract of insurance. We cannot cancel any contract of insurance which is subject to the Marine Insurance Act 1909.

If a contract of insurance is cancelled before expiry of the period of insurance, we will pass on to you the net refund of premium (if any)

we receive from your insurer. We will not refund our fees, charges, or commission for arranging the insurance.

We may also charge a policy cancellation fee. This fee will appear on your invoice as an Adviser or IA service fee or an Adviser or IA cancellation fee.

Minimum and Deposit Premiums and Cancellation

Some insurance contracts include a minimum deposit premium, a percentage cancellation fee or penalty, or a non-cancellation clause which may impact on the amount of return premium that you receive. This information should be contained in the Policy Document or Product Disclosure Statement. Please ensure that you read these documents before you make any decisions regarding the purchase of any insurance product and ask your adviser for more information to assist you in making your decision.

Premium Funding and Cancellation

Whilst this is an associated service, the agreement/contract for premium funding is between you and the premium funder (for the purpose of funding insurance premiums). In the event that you fund insurance policies that have a minimum deposit premium, a percentage cancellation fee or penalty, or a non-cancellation clause there may be a shortfall in the amount refunded to you by the insurers and the residual amount payable to the premium funder in respect of the contract.

12. PLEASE READ THIS ADDITIONAL IMPORTANT INFORMATION

Professional Indemnity Insurance

We and our representatives are covered under professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act.

The insurance (subject to its terms and conditions) covers errors & omissions arising from advice provided by us or our representatives and employees and will continue to cover claims in relation to us or our representatives and employees who no longer work for us (but who did at the time of the relevant conduct). The insurance will usually not cover work done by our representative or employee before they are appointed by us or after their appointment ceases.

If you require further information regarding our Professional Indemnity insurance, please contact our Compliance Officer.

Your Duty

In order to make an informed assessment of the risk and calculate the appropriate premium, your insurer needs information about the risk you are asking it to insure.

For this reason, under the Insurance Contracts Act 1984 (ICA), you, and everyone who is an insured under your policy, have a duty to the insurer.

The type of duty that applies can vary according to the type of insurance policy.

Your duty requires you, at a minimum, to answer all questions the insurer asks of you honestly and in addition may require you to tell the insurer certain matters which will help them decide whether to ensure you, and if so, on what terms.

You have this duty until the insurer agrees to insure you and before the insurer agrees to renew your policy. You also have the same duty before you extend, vary, or reinstate an insurance policy.

The ICA defines certain insurance policies as Consumer Insurance Contracts. In these circumstances, you have a duty to take reasonable care not to make a misrepresentation to the insurer when answering questions that the insurer will ask.

You therefore must take reasonable care not to make a misrepresentation to the insurer by answering all questions fully, accurately and to the best of your knowledge.

For all other insurance policies, those not defined as Consumer Insurance Contracts, you have a duty to disclose to the insurer every

matter that is known to you, or a reasonable person in the circumstance could be expected to know, to be a matter relevant to the decision of the insurer whether to insure you, and if so, on what terms.

If you do not comply with the relevant duty, your insurer may be entitled to reduce its liability in respect of a claim or may cancel your contract of insurance.

If the misrepresentation or failure is fraudulent, the insurer may refuse to pay a claim, or treat the policy as if it never existed. This would have the effect that you were never insured.

We can assist you in determining what your needs to be disclosed to the insurer in order to meet your duty.

Your duty is an important issue. If you do not understand its operation or the effect it may have if not complied with or have any questions about whether information needs to be disclosed, please contact us.

Referrals

In some circumstances we may refer you to another service provider. In making any referral to a third party we do not advise or represent that their products and services are right for you and take no responsibility for the products and services they may provide to you. You need to make your own decision based on the information they provide.

Material Changes

You must also notify your insurer of any significant changes which occur during the period of insurance. If you do not, your insurances may be inadequate to cover you fully or to the extent that you intend.

We can assist you to do this for the purpose of altering your contract of insurance to reflect those changes.

Cooling Off Period – Retail insurance only

If a contract of insurance has been arranged on your behalf as a retail client and you decide that you do not need the contract, you may have 14 days, from the earlier of the date you receive confirmation of the contract and the date it was arranged, to change your mind. You must tell the insurer in writing that you wish to return the insurance contract and have the premium repaid.

If you do so, the insurance contract will be terminated from the time you notified the insurer and the premium will be returned. The insurer may retain its reasonable administration and transaction costs and a short term premium.

You cannot return the contract of insurance if it has already expired or if you have made a claim under it.

Privacy – What information do we maintain about you and how you can access it?

We are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). Where required, we will provide you with a Collection Notice which outlines how we collect, disclose, and handle your personal information.

You can also refer to our Privacy Policy available on our website www.insuranceadviser.net or by contacting us for more information about our privacy practices including how we collect, use or disclose information or how to complain in relation to a breach Australian Privacy Principles and how such a complaint will be handled.

You can check the information we hold about you at any time. For more information about our Privacy Policy, ask us for a copy or visit our website on www.insuranceadviser.net.

Sums Insured – Average and Co-Insurance

Some insurance contracts require you to bear a proportion of each loss or claim if the sum insured is inadequate to cover the amount of the loss. These provisions are called 'average' or 'co-insurance' clauses.

If you do not want to bear a proportion of any loss, when you arrange or renew your contract of insurance, you must ensure that the amount for which you insure is adequate to cover the full potential of any loss. If you insure on a new for old basis, the sum insured must be sufficient to cover the new replacement cost of the property. We are not valuers of property and cannot advise on the value of property you insure.

Interests of other Parties

Some insurance contracts do not cover the interest in the insured property or risk of anyone other than the person named in the contract. Common examples are where property is jointly owned or subject to finance but the contract only names one owner or does not name the financier.

Please tell us about everyone who has an interest in the property insured so that we can ensure that they are noted on the contract of insurance. Insurers who pay a claim will usually have a right to recover all or a contribution towards amounts paid by the insurer from anyone whose interest is not included in the insurance contract.

Waiver of Rights

Some insurance contracts seek to limit or exclude claims where the insured person has limited their rights to recover a loss from the person who was responsible for it. For example, some agreements (such as leases) disclaim or limit the liability of the other party (such as the lessor).

Please tell us about any contracts of this type which you have or propose to enter into.

Standard Covers

The Regulations to the Insurance Contracts Act set out standard terms for the cover which is provided by motor vehicle, home buildings, home contents, sickness and accident, consumer credit and travel insurance (including a minimum amount of insurance). If an insurer wants to alter these terms or offer less than the minimum amount of insurance, they must clearly inform you in writing that they have done so. They can do this by providing you with a Product Disclosure Statement or a copy of the insurance contract.

Unusual Terms

If an insurer wants to rely on a term in a contract of insurance which is not usually included in contracts that provide similar cover, they must clearly inform you in writing of that term. Again, they may do so by providing you with a copy of the insurance contract.

Legal Liability

In respect of this class of insurance, your cover does not extend to any liability you have agreed to accept unless you would have been so liable in the absence of such agreement.

Limit of Liability

The Insurer's limits of liability will not exceed the sum insured stated against each item in the Policy.

us or are involved in the provision of our services and 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.

Utmost Good Faith

Every insurance policy is based on the premise of utmost good faith. This means that both you and the insurer must act towards each other with the utmost good faith. If you do not, your right to claim under the policy may be affected.

13. NIBA AND THE GENERAL INSURANCE BROKERS CODE OF PRACTICE

IA and Adroit are proud members of the National Insurance Brokers Association of Australia (NIBA) and are bound by their Code of Conduct.

We also subscribe to the General Insurance Brokers Code of Practice (the Code). The Code sets out standards for insurance brokers to follow when dealing with clients including requirements to inform clients of remuneration arrangements and any conflict of interest.

A copy of the Code is available at <https://ialinks.net/NibaCode>

15. WHO DO I CONTACT WITH ANY COMPLAINTS AND/OR DISPUTES?

If you are not fully satisfied with our services and/or your complaint is not satisfactorily resolved, please contact us by telephone, in writing or via our website:

Complaints Officer
Insurance Advisernet Australia P/L
PO Box 633,
NORTH SYDNEY NSW 2059

Phone: 1300 366 085

www.insuranceadviser.net

We will endeavour to resolve your problem openly and fairly and within 30 days.

If you are not satisfied, we subscribe to Australian Financial Complaints Authority (AFCA) complaints resolution scheme, which handles complaints against insurance brokers relating to a variety of small business and domestic processes. You can refer your complaint to the AFCA who will conciliate with a view to seeking a solution that is acceptable to both parties.

In some circumstances, a complaint or dispute may arise between you and the insurer. In such circumstances IA will assist you with details of the insurers Internal Dispute Resolution process and, if the dispute remains unresolved access to the Australian Financial Complaints Authority. If the dispute proceeds, you should obtain legal advice from a qualified lawyer.

Further Information about AFCA is available from IA and/or from www.afca.org.au or you may call them directly on 1800 321 678.