

FINANCIAL SERVICES GUIDE

Effective from 29 January 2009



Allsafe Insurance Brokers

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The Financial Services referred to in this Financial Services Guide (FSG) are offered by Allsafe Insurance Brokers Pty Ltd, ABN No 44 010 468 818. Allsafe Insurance Brokers Pty Ltd holds Australian Financial Service Licence No 239041.

Allsafe Insurance Brokers Pty Ltd is responsible for the financial services that will be provided to you, or through you to your family members. Allsafe Insurance Brokers Pty Ltd is also responsible for the distribution of this FSG. You can contact us to give us instructions by telephone, post, email, fax or in person. Our contact details are provided above.

This FSG is intended to assist you to decide whether you wish to use our services and contains important information about:

- Other documents you are entitled to receive
- The Financial Services we are authorised to offer you
- How we and our associates are remunerated
- Any potential conflict of interest we may have
- Our internal and external dispute resolution procedures and how to access them
- Arrangements we have in place to compensate clients for losses

Other Documents you are entitled to receive

Product Disclosure Statement

If you are a retail client and we arrange a prescribed insurance policy for you, or if we recommend you buy a particular prescribed insurance policy, we will give you a Product Disclosure Statement (PDS), unless you already have an up to date PDS from the insurer. The PDS is prepared by the insurer and is designed to give you important information regarding the insurer and the policy.

Statement of Advice

If you are a Retail client purchasing a Personal Accident and Illness policy you will receive a Statement of Advice (SoA) whenever we provide you with personal advice regarding this product. The SoA will contain our advice, the basis of our advice, and information on any remuneration, associations or other interests, which might reasonably have influenced us in giving our advice. The SoA will assist you to make an informed decision about your insurance needs.

Record of Advice

If you are a Retail client purchasing a prescribed product and you have not already been provided with a copy of our advice, you may request a record of details regarding our advice. To do so, please contact our office by telephone, email or fax. This information is kept on file for 7 years.

What kinds of financial services are Allsafe Insurance Brokers Pty Ltd authorised to provide and what kinds of Financial Product/s do those services relate to?

Allsafe Insurance Brokers Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients.

We can provide both personal and general advice. When providing personal advice we would generally undertake a needs analysis so we can provide you with advice appropriate to your needs and circumstances. When we provide general advice we have not taken into account your personal needs. We will do this for you as your broker unless we tell you otherwise.

When we provide a dealing service we are arranging insurance policies either on your behalf or the insurer's (as detailed in the next paragraph).

Sometimes we will act under a binder agreement from an insurer. When we act under a binder 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 agreement to arrange your insurance or advise you about your insurance needs.

We currently have binder agreements with:

- CGU Insurance for Business Insurance
- Lumley Insurance for Cabsafe Insurance
- Hollard Insurance Company Pty Ltd for Business & Home Insurance

Does Allsafe Insurance Brokers Pty Ltd have any relationships or associations with product issuers or any other material relationships which might reasonably influence us?

Steadfast

Allsafe Insurance Brokers Pty Ltd 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.

Steadfast/Miramar

Steadfast is also a minority shareholder in Miramar Underwriting Agency Pty Limited (Miramar). As a shareholder, Steadfast may receive dividends from Miramar. These amounts will indirectly contribute towards the benefits we receive from Steadfast.

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 Matthew Wakefield who is an employee of Allsafe Financial Services Pty Ltd and an Authorised Representative of Millennium 3 Financial Services Pty Ltd. The Director of Allsafe Insurance Brokers Pty Ltd is also a Director of Allsafe Financial Services Pty Ltd.

Does Allsafe Insurance Brokers Pty Ltd provide tailored advice?

Allsafe Insurance Brokers Pty Ltd aims to provide tailored advice where possible, based on the information provided by the client. We may need information about your personal objectives, details of your current financial situation and any relevant information to arrange insurance policies for you and give you advice about your insurance needs. We will only ask for the details we need to know.

In some cases it may not be possible to ask for any of this information or you may not be in a position to provide it to us. If we do not ask, or if you do not give us all the information we ask for, then the advice you receive may not be appropriate to your needs, objectives and financial situation.

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 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.

You should carefully read the PDS and any other documents you receive before making any decision about an insurance policy.

How does a client pay for the services provided by Allsafe Insurance Brokers Pty Ltd?

You can choose to pay by any of the payment methods set out in our invoice including cash, cheque, direct debit, premium funding or credit card. You are required to pay us within the time limit 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 any commissions, fees or other benefits calculated for providing financial services?

Where we provide personal advice to you as a retail client purchasing a prescribed product, the remuneration described below that we and our associates are to be paid if we are instructed to arrange a policy for you, will be clearly detailed in the Important Information Regarding our Advice attachment to our invoice.

- 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 of the insurer's base premium (ie premium excluding stamp duty, fire services levy, GST or any other government charges, 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.
- If we arrange premium funding for you we may be paid a commission by the premium funder. The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (less government fees or charges). If you instruct us to arrange or issue a product, this is when we become entitled to the commission. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to other arrangements that were available to you. The amount of our commission and any fee we charge will be set out in the premium funding contract.
- 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 who will assist you with your insurance needs, will be paid an annual salary that may include bonuses based on performance criteria.
- If there is a refund of premium as a result of the cancellation or adjustment of the policy, we reserve the right to retain our fees and commission earned prior to the cancellation or adjustment. However, if the cancellation occurs within the cooling off period, we will return the commission to the insurer, however we reserve the right to retain our fees.

If you require further details regarding the remuneration we may receive, in order to assist you with making a decision to deal with Allsafe Insurance Brokers, you can contact our office by telephone, email or mail within 7 days of the receipt of this FSG and this information will be provided to you in writing.

What information does Allsafe Insurance Brokers Pty Ltd maintain about its clients and how can it be accessed?

We maintain a record of your personal profile. The record contains information about insurance policies that we have arranged for you. The record may also contain details of your objectives, financial situation and needs collected for the purpose of giving you advice. We also maintain records of any recommendations made to you. 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 from you and can also be accessed on our website www.allsafe.com.au If you wish to access your file, please ask us.

Is there a Cooling off Period?

A cooling off period may apply to an insurance policy issued to you as a retail client. During the cooling off period you may return the policy. Details of your cooling off rights will be included in the relevant Product Disclosure Document.

How can a client make a complaint?

If you have any complaints about the service provided to you, you should take the following steps:

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 24 hours, please contact the complaints manager on telephone number 07 3397 6674 or put your complaint in writing and send it to The Complaints Manager. Refer to the first page for our address details.

Please mark the envelope "**Notice of Complaint**". We will try and resolve your complaint quickly and fairly.

3. Allsafe Insurance Brokers Pty Ltd is a member of the Financial Ombudsman Service (FOS). If your complaint cannot be resolved to your satisfaction within 10 days by us you have the right to refer the matter to FOS. They can be contacted at Level 5, 31 Queen St, Melbourne VIC 3000 on 1300 780 808, fax 03 9613 6399, email info@fos.org.au or website www.fos.org.au

4. CGU Insurance, Lumley Insurance and Hollard Insurance Company Pty Ltd are also members of the Financial Ombudsman Service (FOS). 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 FOS at no cost to you.

What arrangements does Allsafe Insurance Brokers have in place to compensate clients for losses?

Allsafe Insurance Brokers has a Professional Indemnity Insurance Policy (PI Policy) in place.

Our 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. Our PI Policy will cover us for claims relating to the conduct of our employees (during the period employed by Allsafe) who no longer work for us.

If you have any further questions about this Financial Services Guide please contact us on phone number 07 3397 6674. Please retain this document for your reference and any future dealings with us.