

Guide to our relationship with you and others

The Financial Services covered by this Financial Services Guide are provided by:

Considines Insurance Services Pty Ltd Suite 8 / 16-18 Croydon Road Croydon Victoria 3136

Our ABN Number is 79 100 847 523 and our Australian Financial Service Licence number is 240260

This guide contains important information about:

- The services we offer you
- How we and our associates are paid
- Any potential conflict of interest we may have
- Our internal and external dispute resolution procedures and how you can access them

It is an important document. Please read it carefully and keep it in a safe place.

If you are a retail client and we agree to give you personal advice we will provide you with a “Confirmation of What You Told Us”. This 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.

If you are a retail client and we arrange an insurance policy for you, or if we recommend you buy a particular insurance policy, we will give you a Product Disclosure Statement when required. It is prepared by the insurer and is designed to give you important information on the policy.

What kinds of financial services are we authorised to provide and what kinds of Financial Product/s do those services relate to?

We are able to provide financial product advice (personal and general) and deal in general insurance products. There are a wide range of insurance policies we can arrange. These include, but are not limited to, the following insurance policies for retail client:

- Motor Vehicle Insurance
- Home Building Insurance
- Home Contents Insurance
- Sickness and Accident Insurance
- Consumer Credit Insurance
- Travel Insurance

We are authorised to provide you with personal advice as to the suitability of general and life risk insurance policies to meet your particular needs.

- We will agree with you when this service is to be provided and what the scope of our personal advice will be. Before we provide any personal advice we will need to undertake a needs analysis so we can provide you with appropriate advice.

We will also provide you with a Statement of Advice confirming our advice along with other relevant information on it. The other services we can provide are:

- General advice services – this is where we provide advice on an insurance product which is not based on our consideration of your personal needs. We will tell you when this is the case; and
- Dealing services – this is the service of arranging insurance policies, whether on your behalf or the insurer's. In doing so we can provide factual information about insurance policies such as:
 - The nature of insurance policies;
 - The coverage of an insurance policy;
 - Options available under an insurance policy; and
 - The premium payable and payment options.

Who do we act for?

- As an insurance broker we normally act for you. We may enter into an agreement with an insurer to arrange insurance policies on their behalf and not on your behalf. If we are given a binding authority from the insurer, this means we can enter into insurance policies and/or handle or settle claims on their behalf. We will inform you when we act for the insurer and not for you.

Do we have any relationships or associations with product issuers which might reasonably influence us?

- Other than the agency relationships noted above, we do not have any association or relationship with a product issuer which might reasonably influence us in providing our services

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

- We maintain a record of your personal profile. That 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. You can also obtain a copy by contacting our office or visiting the website www.consindines.net or if you wish to access your file, please contact our Privacy Officer.

How can you give us instructions?

- You need to give us instructions in writing by email, letter or in person or by another method agreed by us. We will tell you what is possible when you contact us.

How will you pay for the services provided?

- We may be paid in a number of ways which vary according to the service you require and our arrangements with the relevant insurer.

Payment by the Insurer

- 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 percentage of the insurer's base premium (i.e premium excluding stamp duty, fire services levy, GST or any other Government Charges, taxes, fees

or levies). The rate ranges between 0 and 35%. The commission rate does not represent our profit margin as it also reimburses us for administrative and other expenses we incur in providing our services. It also covers the cost of performing the distribution functions of the insurer such as data entry, marketing, annual renewal marketing and underwriting. 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

Fees Paid by You

We may charge you:

- An administration fee in addition to commission when you enter into an insurance policy.
- A flat fee for arranging an insurance policy or a fee based upon the time we spend advising you.
- An annual management fee.

You will be informed of the nature and amount of any fee involved prior to us performing the services for you.

Other remuneration information

Our staff receive an annual salary that may include bonuses based on performance criteria.

Where a third party has referred you to us, we may share part of our commission or fees with them or pay them an agreed referral fee.

Where we provide personal advice to you as a retail client, we will tell you the remuneration that we and our associates are to be paid for providing the advice in the Statement of Advice.

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 remuneration earned prior to the cancellation or adjustment.

If you need further explanation, please ask us.

We are a shareholder of Steadfast Group Limited. Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 – 1% commissions for each product arranged by us with those insurers. These payments are used to operate Steadfast.

As a shareholder of Steadfast we have access to member service 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.

Depending on the operating costs of Steadfast (including the costs of member services provided by Steadfast to Considines Insurance Services Pty Ltd and other Steadfast shareholders) may receive a proportion of that commission at the end of each financial year.

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

Where we provide premium funding services we may receive commission of 0% - 2% from the Premium Funding Provider.

Considines Insurance Services P/L participates in a profit share arrangement with QBE Insurance which may entitle us to an extra 3% commission. This arrangement is based on premiums, loss ratios and other factors. Considines are not influenced by any arrangements they have in place when arranging insurances

Cooling off Period

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

What should I do if I have 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 Officer on telephone number (03) 9725 3200 or email insurance@considines.net or if you wish to write to us at:
Compliance Officer
Considines Insurance Services Pty Ltd
PO Box 407
Croydon Victoria 3136
 3. Please mark the envelope "Notice of Complaint". We will try and resolve your complaint quickly and fairly. Considines Insurance Services Pty Ltd is a member of the Australian Financial Complaints Authority. 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 at GPO Box 3 Melbourne Vic 3001 Phone 1800 931 678, email info@afca.org.au

If you have any further questions about the financial services please contact the manager on phone number (03) 97253200. Retain this document for your reference and any future dealings with Considines Insurance Services Pty Ltd.

Considines Insurance Services
Suite 8, 16-18 Croydon Road (PO Box 407)
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Web www.considines.net.au

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