

Financial Services Guide

The financial services referred to in this financial services guide (FSG) are offered by *Remuneration Services (Qld) Pty Limited (the Authorised Representative)* ABN 46 093 173 089, as a *Corporate Authorised Representative (CAR No: 278683)* of Australian Reliance Pty Ltd T/As Australian Reliance (the Licensee) under AFS License No: 227041. *Remuneration Services (Qld) Pty Limited and its staff* are authorised to provide general advice only and deal in the following general insurance products: Comprehensive Motor Vehicle &/or Lease Protection &/or Guaranteed Asset Protection Insurance policies only to wholesale and retail clients.

Remuneration Services (Qld) Pty Limited and its staff are not authorised to provide you with any personal advice in relation to these products or any other financial products.

If you require personal advice in relation to this product or any other general insurance products, please contact: Australian Reliance Pty Ltd T/As Australian Reliance (ABN 71 103 351 122), Level 15, Fawkner Centre, 499 St Kilda Road, Melbourne VIC 3004. Our offices are open standard business hours Monday – Friday excluding public holidays and we can be contacted by telephone on (03) 9864 4444, facsimile (03) 9867 5110 or by e-mail at info@australianreliance.com.au. Our head office location is Level 1/50 Subiaco Square, Subiaco, Western Australia 6008

This Financial Services Guide contains information about the Licensee and the Authorised Representatives services and charges, 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. This Financial Services Guide (FSG) is issued with the authority of the Licensee.

The Authorised Representative and its staff members will be providing general advice to you however the Licensee remains responsible for the financial services that will be provided to you or through you to your family members, including the distribution of this FSG.

We trust this FSG will assist you in deciding whether to use the services of the Licensee and the Authorised Representative.

When the Authorised Representative arranges for the acquisition of an Approved Product for you it does so on your behalf on the terms set out in this Guide. Unless you tell us otherwise in writing, we assume that you agree with these terms. If there is any change to these terms, the Authorised Representative and/or the Licensee will provide you with an updated FSG.

From when does this FSG apply? - This FSG applies from 1 January 2011 and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG which is to be read in conjunction with this FSG.

General Advice Warning - The advice provided to you by the Authorised Representative does not take into account any of your particular objectives, financial situation or needs. For this reason, before you act on this advice, you should consider the appropriateness of the advice taking into account your own objectives, financial situation and needs. Before you make any decision about whether to acquire the policy, you should obtain and read the product disclosure statements for the policies.

Where the Authorised Representative arranges cover for you in relation to an Approved Product you will also receive some other documents after or at the time we advise you about your insurance needs including:

Product Disclosure Statement - where 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). The PDS will contain information about the particular policy, which will enable you to make an informed decision about purchasing that policy.

Confirmation notices – these will confirm coverage has been arranged your behalf.

If you need more information or have any questions, please feel free to contact the Authorised Representative on **1300 360 118**.

Provision of Services - The Licensee has entered into an agreement with the following parties to provide the following insurance products:

- Lease Protection Insurance (CCI) – Chubb Insurance Company of Australia Limited
- Guaranteed Asset Protection Insurance (GAP) – Chubb Insurance Company of Australia Limited
- Comprehensive Motor Vehicle Insurance – CGU Insurance

When we provide you with a quotation we do so based on the terms as agreed with these insurers only. We will not obtain alternative quotations in relation to these covers.

How can you instruct us - You can provide the Authorised Representative with your instructions in person, by telephone, email or in writing.

APPROVED PRODUCTS & REMUNERATION:

Lease Protection Insurance (consumer credit insurance product) / (Chubb Insurance Company of Australia Limited) – the Authorised Representative receives commission from the sale of every Lease Protection Insurance policy. This commission is up to 20% of the premium paid by you. the Authorised Representative will also receive an administration fee up to a maximum of \$8.32 plus GST per \$1,000 total amount financed. The Authorised Representative will retain their commission percentage from any payments made on your behalf to the Licensee. The commission retained by MSA is included in the premium charged to you and covers various expenses it incurs in arranging the insurance.

Motor Finance Guaranteed Asset Protection (GAP) Insurance (general insurance) / (Chubb Insurance Company of Australia Limited) – the Authorised Representative will receive an administration fee of \$681.94 plus GST for the sale of every Motor Finance Gap insurance policy. The administration fee charged is included in the total premium charged to you and covers various expenses the Authorised Representative incurs in arranging the insurance.

Motor vehicle insurance (general insurance) / (CGU Insurance Limited) - When the acquisition of motor vehicle insurance is arranged for you, the Authorised Representative will be paid up to 15% of the premium paid by you. The Authorised Representative deducts the commission prior to payment to the Licensee, who then remits the balance to the insured. The Authorised Representative also receives a commission on each renewal of your motor vehicle insurance policy at these percentage rates. All these commissions are included in the premiums charged to you.

Where appropriate the Authorised Representative will, with your authority, deduct the premium amount due from your Lease Payment and forward the required premium amount onto the Licensee.

Any premium amounts paid by the Authorised Representative on your behalf will be banked into the Licensee's trust account. The Licensee will earn interest on the premium while it is in the Licensee's trust account, they may also invest the premium and earn a return. The Licensee will retain any interest or return on investment earned on the premium.

The Licensee receives a fee for service from the Authorised Representative in relation to the administration, marketing, placement and day to day advice for the above insurance policies. This fee is included in the total premium charged to you.

Profit Share/Volume Bonus – the Authorised Representative may receive a volume based bonus from a particular underwriter based on the volume of business placed. Payments from these companies are based on, the volume of certain business we and the AFS Licensee place with them, certain loss ratio target levels being met and the profit that they earn on certain business within an agreed timeframe. These payments do not affect the premium paid by you.

Terms of Payment - If you do not pay the premium within the credit terms provided, 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.

Cancellations - 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 insured's in the contract of insurance.

In the event of a refund for the cancellation or adjustment/amendment of an Approved Product, both the Licensee and *the Authorised Representative* we will refund the net premium received from your insurer. Your fees or commission for arranging the insurance will not be refunded.

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 fully cover you. We can assist you to do this and to ensure that your contract of insurance is altered to reflect those changes.

Other benefits - From time to time the Licensee, the Authorised Representative and their staff may receive certain hospitality benefits (such as tickets to sporting events, movies, meals, bottles of wine, hampers). The provision of these benefits is not based on the volume of business placed with the provider, but is more of an ad hoc reward. The maximum value of these benefits during the year is difficult to determine, however, full details are available on a specially maintained Register which is available for you to view. Please ask your adviser if you wish to view the Register.

Duty of Disclosure - 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, before you enter into a contract of insurance, you have a duty under the Insurance Contracts Act 1984 to disclose to your insurer every matter that you know, or could reasonably be expected to know, is relevant to the insurer's decision whether to accept the risk and, if so, on what terms. The duty also applies when you renew, extend, vary or reinstate a contract of insurance.

You do not have to disclose anything that:

- Reduces the risk to be undertaken by the insurer;
- Is common knowledge;
- Your insurer knows, or in the ordinary course of its business, ought to know; or
- If the insurer has waived your obligation to disclose.

If you do not comply with your duty of disclosure, your insurer may be entitled to reduce its liability in respect of a claim or may cancel your contract of insurance. If the non-disclosure was fraudulent, the insurer may be able to avoid (or cancel) the contract of insurance from its beginning. This would have the effect that you were never insured.

One important matter to be disclosed is the history of losses suffered by the person seeking insurance or any closely associated person or entity. As you are responsible for checking that you have made complete disclosure, we suggest that you keep an up to date record of all such losses and claims. If you have any questions about whether information needs to be disclosed, please contact us.

What arrangements do we have in place to compensate clients for losses? – The Licensee has a professional indemnity insurance policy (PI Policy) in place. The PI Policy provides cover to the Licensee for acts, errors or omissions of its employees/representatives, Authorised Representatives, Corporate Authorised Representatives and Corporate Authorised Representatives for claims made in the provision of financial services. The Licensee's PI Policy provides cover for claims relating to the conduct of its employees or representatives only, who no longer work for us.

Privacy - We are committed to protecting your privacy in accordance with the principles of the Privacy (Amendment (Privacy Sector) Act 2001 (Privacy Act). We use the information you provide to advise about and assist with your insurance needs. We only provide your information to the insurance companies with whom you choose to deal (and their representatives). We do not trade, rent or sell your information. A copy of our Privacy Policy is available upon request.

You can examine the relevant contents of your file. Please let your adviser know should you wish to and they will make the necessary arrangements to provide you with the relevant information.

Complaints & Disputes – If you are not fully satisfied with the services provided to you, please contact Jim Malady of Australian Reliance on 03 9864 4444 and tell him about your complaint and we will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 7 days, please contact the Licensee's Head Office on 08 9328 7888 or put your complaint in writing and send it to Level 1/50 Subiaco Square, Subiaco, Western Australia WA 6008 The Licensee will try to resolve your complaint quickly and fairly.

The Licensee is a member of the Financial Ombudsman Service Limited (FOS). If your complaint cannot be resolved to your satisfaction by us within 20 days, you have the right to refer the matter to FOS.

You can contact FOS on 1300 780 808 or via their website at www.fos.org.au and their postal address is GPO Box 3, Melbourne VIC 3001. Alternatively, you can contact the Australian Securities & Investment Commission at their freecall infoline on 1300 780 885.