

FINANCIAL SERVICES GUIDE

Remuneration Services (Qld) Pty Ltd

Level 13, 60 Edward Street Brisbane Qld 4000

ABN 46 093 173 089

T: 1300 304 010

F: 1300 301 866

W: www.remserv.com.au

ASIC Authorised Representative number: 293159

Important Information

This Financial Services Guide contains important information about:

- the services Remuneration Services (Qld) Pty Ltd, as an authorised representative of Freeman McMurrick Pty Ltd, offers you with respect to certain insurance products as described in this Financial Service Guide.
- how Freeman McMurrick Pty Ltd, Remuneration Services (Qld) Pty Ltd and other entities are paid in relation to those services;
- any potential conflicts of interest Freeman McMurrick Pty Ltd or Remuneration Services (Qld) Pty Ltd may have; and
- the internal and external dispute resolution procedures available to you and how you can access them should you have complaint about the services provided by Remuneration Services (Qld) Pty Ltd.

The purpose of this Financial Service Guide is to assist you in deciding whether to use any of the services offered by Remuneration Services (Qld) Pty Ltd and has been authorised by Freeman McMurrick Pty Ltd. Remuneration Services (Qld) Pty Ltd employees will provide the services described in this Financial Service Guide to you.

Authorisations

Remuneration Services (Qld) Pty Ltd is an authorised representative of Freeman McMurrick Pty Ltd. Remuneration Services (Qld) Pty Ltd is only authorised to arrange the issue of the following products:

- Redundancy Insurance (a life risk insurance product);
- Guaranteed Asset Protection Insurance (a general insurance product)
- Motor Vehicle Insurance (a general insurance product)

When Remuneration Services (Qld) Pty Ltd arranges the issue of the above products, it does so on behalf of Freeman McMurrick Pty Ltd, as its authorised representative. Freeman McMurrick Pty Ltd is responsible for Remuneration Services (Qld) Pty Ltd's conduct when it does so.

Remuneration Services (Qld) Pty Ltd is not authorised to provide you with personal advice in relation to these products or any other financial products. If you require advice in relation to these products, other general insurance products, other life risk insurance products or superannuation, you should contact:

Freeman McMurrick Pty Ltd

387 St Kilda Road

Melbourne Vic 3000

ABN 50 006 767 540

Ph (03) 9867 5677 Fax (03) 9866 8206

Australian Financial Services Licence No. 236653

www.freeman-mcmurrick.com.au

Product Disclosure Statement

If Remuneration Services (Qld) Pty Ltd offers to arrange for you to acquire an insurance product, it will provide you with a Product Disclosure Statement for that insurance product containing information about that product.

The purpose of the Product Disclosure Statement is to assist you in making an informed decision about the acquisition of the insurance product. The Product Disclosure Statement contains important information about significant benefits and risks associated with the insurance product and what dispute resolution procedures are available. You should read the Product Disclosure Statement carefully, and obtain advice if necessary, before acquiring the insurance product.

Provision of Services

When Freeman McMurrick Pty Ltd or Remuneration Services (Qld) Pty Ltd arranges for the acquisition of the redundancy insurance for you, it acts on your behalf.

When Freeman McMurrick Pty Ltd or Remuneration Services (Qld) Pty Ltd arranges for the acquisition of motor vehicle insurance, however, it is acting under a binder with the insurer. This means that Freeman McMurrick Pty Ltd or Remuneration Services (Qld) Pty Ltd arrange the motor vehicle insurance contract on behalf of the insurer.

In both cases, Remuneration Services (Qld) Pty Ltd will not provide personal advice to you about the acquisition of the insurance products. Accordingly, you will need to obtain your own personal advice in respect of the insurance products.

The staff of Remuneration Services (Qld) Pty Ltd is remunerated for arranging your redundancy, guaranteed asset protection and motor vehicle insurance by way of salary and commission. Freeman McMurrick Pty Ltd and Remuneration Services (Qld) Pty Ltd receive a commission for every insurance contract written, calculated as a percentage of the value of the contractor or as a fixed fee.

Staff and directors of Freeman McMurrick Pty Ltd receive an annual salary.

Staff of Freeman McMurrick Pty Ltd and Remuneration Services (Qld) Pty Ltd may also receive a bonus based on business performance criteria.

Freeman McMurrick Pty Ltd, Remuneration Services (Qld) Pty Ltd and our sales staff do not have any other relationships or associations with any financial institution, such as an insurance company or bank, which might influence the supply of the relevant financial products, other than those from which we may receive remuneration or benefits already declared to you.

Redundancy insurance (life risk insurance)

Remuneration Services (Qld) Pty Ltd receives commission from the sale of every redundancy insurance policy. This commission is up to 20% of the premium paid by you to Remuneration Services (Qld) Pty Ltd. Remuneration Services (Qld) Pty Ltd retains this commission from your premium and remits the balance to Freeman McMurrick Pty Ltd. The commission received by Remuneration Services (Qld) Pty Ltd is included in the premium charged to you and covers various expenses it incurs in arranging the insurance.

Freeman McMurrick Pty Ltd. is paid a third party administration fee which is 20% of your premium. Freeman McMurrick Pty Ltd retains this fee from the amount paid to it by Remuneration Services (Qld) Pty Ltd and remits the balance to the insurer. The third party administration fee received by Freeman McMurrick Pty Ltd is included in the premium charged to you and covers various expenses it incurs in arranging, processing, managing and servicing the insurance.

Guaranteed Asset Protection Insurance (general insurance)

Freeman McMurrick Pty Ltd will receive an administration fee of \$100 and Remuneration Services (Qld) Pty Ltd will receive an administration fee of \$200 for the sale of every guaranteed asset protection insurance policy. The administration fee received by Freeman McMurrick Pty Ltd and Remuneration Services (Qld) Pty Ltd is included in the premium charged to you and covers various expenses they each incur in arranging, processing, managing and servicing the insurance.

Motor vehicle insurance (general insurance)

When the acquisition of motor vehicle insurance is arranged for you, Freeman McMurrick Pty Ltd retains 15% of the premium paid and remits the balance to the insurer. Of this amount retained, 5% is paid to Remuneration Services (Qld) Pty Ltd as commission, 5% covers processing and administration costs incurred by Freeman McMurrick Pty Ltd and 5% is retained as commission by Freeman McMurrick Pty Ltd. Freeman McMurrick Pty Ltd and Remuneration Services (Qld) Pty Ltd also receive 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.

Freeman McMurrick Pty Ltd and its staff may also receive indirect benefits for arranging your insurance, such as tickets to sporting and cultural events, subsidies for training, corporate merchandise and other unquantifiable benefits.

If Freeman McMurrick Pty Ltd or Remuneration Services (Qld) Pty Ltd holds money on your behalf on trust (i.e. to pay a redundancy or motor vehicle insurance premium), any interest earned on that money while held it is retained by Freeman McMurrick Pty Ltd or Remuneration Services (Qld) Pty Ltd respectively.

No remuneration is paid to a third party for referring you to Remuneration Services (Qld) Pty Ltd

Freeman McMurrick Pty Ltd, Remuneration Services (Qld) Pty Ltd and their employees are entitled to retain their remuneration, in the event of a refund for the cancellation or adjustment/amendment of a redundancy or motor vehicle insurance policy.

Instructions

You can provide instructions and tell Remuneration Services (Qld) Pty Ltd how you wish us to arrange for the acquisition of your insurance by telephone, fax, e-mail or mail (using the contact details set out on the top of the first page) or other means as agreed.

Complaints Procedure

Any concern and/or complaint can be expressed, in the first instance, to a member of Remuneration Services (Qld) Pty Ltd's sales staff (using the contact details set out on the top of the first page) or alternatively, addressed directly to Freeman McMurrick Pty Ltd's Complaints Officer, 3/387 St Kilda Road, Melbourne, Victoria 3000.

When making a complaint, you will need to provide comprehensive details to enable a thorough investigation of your complaint to be conducted. All information will be treated in the strictest confidence. You should also refer to Freeman McMurricks Pty Ltd's complaints handling procedure (available via www.freeman-mcmurrick.com.au), which sets out in detail how Freeman McMurrick Pty Ltd deals with complaints.

Freeman McMurrick Pty Ltd belongs to an external dispute resolution scheme. It is a member of the Insurance Brokers Disputes Ltd (**IBD**) and the Financial Industry Complaints Service (**FICS**), which are free consumer services for resolution of disputes in relation to general insurance and life risk insurance products respectively.

If you are not satisfied with our responses, you are free at any time to contact the IBD or the FICS directly with any concern or complaint. IBD is contactable on 1800 064 169 and FICS is contactable on 1800 335 405.

Privacy

Freeman McMurrick Pty Ltd and Remuneration Services (Qld) Pty Ltd are committed to protecting your privacy. Freeman McMurrick Pty Ltd and Remuneration Services (Qld) Pty Ltd use the information you provide to advise about and assist with your insurance needs. Freeman McMurrick Pty Ltd and Remuneration Services (Qld) Pty Ltd only provide your information to the insurance companies or their representatives for the purpose of obtaining quotations and covering ongoing insurance issues/matters. Freeman McMurrick Pty Ltd and Remuneration Services (Qld) Pty Ltd do not trade, rent or sell your information. You can check the information Freeman McMurrick Pty Ltd and Remuneration Services (Qld) Pty Ltd hold about you at any time.

For more information about the Privacy Policy of Freeman McMurrick Pty Ltd, ask us for a copy or visit www.freeman-mcmurrick.com.au.

For more information about the Privacy Policy of Remuneration Services (Qld) Pty Ltd, ask us for a copy or visit www.remserv.com.au.