

Financial Services Guide

The financial services referred to in this Financial Services Guide (FSG) are offered by:
Steadfast Taswide Insurance Brokers
ABN 24 092 613 664 AFS License No. 238451

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This FSG sets out the services that we can offer you. It is designed to assist you in deciding whether to use any of these services and 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 these.
- Arrangements that are in place to compensate clients for losses.

Statement of Advice

You will receive a Statement of Advice (**SOA**) whenever we provide you with advice, which takes into account your objectives, financial situation and needs. This SOA will contain the advice that we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This will enable you to make an informed decision about your insurance needs.

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 that 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 we deal with regularly.

Product Disclosure Statement

If 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**) or short-form PDS, unless you already have an up to date PDS or short-form PDS from the insurer. The PDS or short-form PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

From when does this FSG apply?	This FSG applies from the date listed at the bottom of the page and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace the FSG but will cover services not covered by this FSG.
How can you instruct us?	You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.
Who is responsible for the financial services provided?	Steadfast Taswide Insurance Brokers are responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG. Steadfast Taswide Insurance Brokers holds a current Financial Services License no: 238451. The contact details for Steadfast Taswide Insurance Brokers are on the front of this FSG.
What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?	Steadfast Taswide Insurance Brokers are authorised to advise and deal in general insurance products to wholesale and/or retail clients. We will do this for you as your broker unless we tell you otherwise.
Will I receive tailored advice?	Maybe not in all cases. However, we may need information about your personal objectives, details of your current financial situation and any relevant information, so that we can arrange insurance policies for you, or to give you advice about your insurance needs. We will ask you for the details that we need to know. In some cases we will not ask for any of this information. If we do not ask, or if you do not give us all of the information we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation. You should carefully read the warnings contained in any SOA, or any other warnings that we give you before making any decision about an insurance policy and you should always consider the appropriateness of our advice to your personal circumstances before you act on the advice.
What information do you maintain in my file and can I examine my file?	We maintain a record of your personal profile, including details of insurance policies that we arrange or issue for you. We also maintain records of any recommendations or advice given to you. We will retain this FSG and any other FSG given to you as well as any SOA, PDS or short-form PDS that we give or pass on to you for the period required by law. We are committed to promoting our privacy policy, which will ensure the privacy and security of your personal information. A copy is also available on our website, www.steadfasttaswide.com.au If you wish to look at your file, please ask us. We will make arrangements for you to do so.
How will I pay for the services provided?	For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in some cases we will also charge you a fee. These will all be shown on the invoice that we send you. You can choose to pay by any of the payment methods set

out in the invoice. You are required to pay us within the time set out on the invoice.

If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, we will retain any fee we have charged you. We may also retain commission depending on our arrangements with the insurer.

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 the financial services?

Our commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = our commission. Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 40%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any fees that we charge you will be shown on our invoice/schedule.

We do not often pay any commissions, fees or benefits to others who refer you to us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 0% to 50% of our commission or fees.

Our employee that will assist you with your insurance needs will be paid a market salary.

If we give you personal advice, we will inform you of any fees, commission or other payments we, our associates or anyone referring you to us (or us to any insurer) will receive in relation to the policies that are the subject of the advice. See above for information on the Steadfast association, commission and material relationships.

Do we have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

Steadfast Taswide is a Steadfast Network Broker. Steadfast has exclusive arrangements with some insurers under which Steadfast will receive **up to 1.5%** 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 Steadfast Network Broker 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.

If we arrange premium funding for you we may be paid a commission by the premium funder and may also charge you a fee. The commission that we are paid by the premium funder is usually calculated as a percentage of your

insurance premium (including funded government fees or changes). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 0% to 3% of funded premium. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to the other arrangements that were available to you. The amount of our commission and any fee that we charge will be set out in the premium funding contract.

We are also members of National Insurance Brokers Association (NIBA), Australian Insurance Law Association (AILA), The Australian and New Zealand Institute of Insurance and Finance (ANZIIF), and we encourage our staff and directors to participate on these industry bodies including Steadfast and to serve on committees and boards.

The management of Steadfast Taswide Insurance Brokers understands that staff may receive hospitality, gifts and the like from Insurers, but have a procedure in place to ensure these do not influence us in our recommendations to you as far as placement of insurance. Steadfast Taswide Insurance Brokers may receive a performance based incentive (which may vary over time according to volume and mix of business we place with the insurer, or premium funder, and their underwriting performance) including allowances and bonuses as well as discounted services and awards. Steadfast Taswide Insurance Brokers may receive financial, marketing and training assistance from the insurer. These amounts are not additional costs to you.

As part of our commitment to ongoing training and development, we encourage our staff to attend industry as well as product training, some of which is provided by insurers.

What other services do we provide?

We assess the financial soundness of the proposed insurers and markets we recommend using public information including that produced by recognised rating agencies, but rely heavily on APRA's public information advising underwriters approved to transact business in Australia for this purpose. However, we will not in any circumstances act as an insurer nor will we guarantee or otherwise warrant the solvency of any insurer or market used for your requirements. As a consequence the decision regarding the suitability of any insurer or markets rests with you. If you have any concerns regarding any insurers chosen for your insurance requirements you must advise us as soon as possible and we will discuss them with you.

If requested, we will make where available to you factual analysis prepared by Steadfast Taswide Insurance Brokers in respect of listed insurance carriers proposed to be used for your requirements. Further, we can consider market security and policy comparison enquiries on an ad hoc basis but this may be subject to the agreement of an additional fee.

What should I do if I have a complaint?

1. Contact us and tell us about your complaint. We will do our best to resolve it quickly.
 2. If your complaint is not satisfactorily resolved within 30 days, please contact Hayley Oakes, General Manager Business on 03 6231 3360 or put your complaint in writing to the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
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3. If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to the Financial Ombudsman Service (FOS). The FOS can be contacted at:

Street address: Financial Ombudsman Service, Level 12, 717 Bourke Street, Docklands 3008

Mailing address: Financial Ombudsman Service, GPO Box 3, Melbourne 3001

Ph: 1300 780 808

Email: info@fos.org.au or website www.fos.org.au

What arrangements do we have in place to compensate clients for losses?

Steadfast Taswide Insurance Brokers has a professional indemnity insurance policy (PI policy) in place.

The 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 not cover us for claims relating to the conduct of representatives who no longer work for us.

Any questions?

If you have any further questions about the financial services Steadfast Taswide Insurance Brokers provides, please contact us. Please retain this document for your reference and any future dealings with Steadfast Taswide Insurance Brokers.
