

# FINANCIAL SERVICES GUIDE

**The financial services referred to in this financial services guide (FSG) are offered by:**

**West Insurance Brokers Pty Ltd**  
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**West Insurance Brokers Pty Ltd is the authorised representative of:**

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ABN 37 097 567 710 AFS Licence: 239049  
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PO Box 982, Hamilton Qld 4007

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Insurance Aid General Brokers Partnership Pty Ltd holds a current Australian Financial Services Licence No: 239049 and is responsible for the financial services that West Insurance Brokers Pty Ltd provides to you. West Insurance Brokers Pty Ltd Authorised Representative No is 001256233. Insurance Aid General Brokers Partnership Pty Ltd is also responsible for the content and distribution of this FSG. The distribution of this FSG by West Insurance Brokers Pty Ltd is authorised by Insurance Aid General Brokers Partnership Pty Ltd.

**This FSG sets out the services that We can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about:**

- the services We offer you.
- how We and others are paid.
- any potential conflict of interest We may have.
- our internal and external dispute resolution procedures and how you can access them.
- arrangements that are in place to compensate clients for losses.

### Further information when personal advice is given

We will provide you with further information whenever we provide you with advice, which takes into account your objectives, financial situation and needs. This information may include 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 information may be contained in a statement of advice (**SOA**).

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

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<b>From when does this FSG apply?</b>	This FSG applies from 20/9/2018 and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.
<b>How can I instruct you?</b>	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.
<b>Who is responsible for the financial services provided?</b>	Insurance Aid General Brokers Partnership Pty Ltd is responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG.  Insurance Aid General Brokers Partnership Pty Ltd holds a current Australian Financial Services Licensee no: 23049. The contact details for Insurance Aid General Brokers Partnership Pty Ltd are on the front of this FSG.
<b>What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?</b>	West Insurance Brokers Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients under Insurance Aid General Brokers Partnership Pty Ltd's Australian Financial Service Licence. We will do this on your behalf as your broker unless We tell you otherwise.

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**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 read the warnings contained in any SOA, or any other warnings that we give you, carefully before making any decision about an insurance policy.

Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances.

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**Contractual Liability and your insurance cover**

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

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**What information do you maintain in my file and can I examine my file?**

Insurance Aid General Brokers Partnership Pty Ltd maintains a record of your personal profile, including details of insurance policies that we arrange for you. Insurance Aid General Brokers Partnership Pty Ltd may also maintain records of any recommendations or advice given to you. Insurance Aid General Brokers Partnership Pty Ltd will retain this FSG and any other FSG given to you as well as any SOA or PDS that We give or pass on to you for the period required by law.

Insurance Aid General Brokers Partnership Pty Ltd is and we are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of Insurance Aid General Brokers Partnership Pty Ltd's privacy policy is available on request. A copy is also available on Insurance Aid General Brokers Partnership Pty Ltd's website, [insuranceaid.com.au](http://insuranceaid.com.au).

If you wish to look at your file please ask us. We will arrange for you to do so.

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**How will I pay for the services provided?**

Payment for the services we provide you are payable directly to Insurance Aid General Brokers Partnership Pty Ltd. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. Insurance Aid General Brokers Partnership Pty Ltd often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to Insurance Aid General Brokers Pty Ltd by the insurers. In some cases, you will also be charged a fee. These will all be shown on the invoice that is sent to you.

You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay Insurance Aid General Brokers Partnership Pty Ltd within the time set out on the invoice.

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If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in commission.

When you pay us your premium it will be banked into Insurance Aid General Brokers Partnership Pty Ltd's trust account. Insurance aid General Brokers Partnership Pty Ltd will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with Insurance Aid General Brokers Partnership Pty Ltd's arrangements with the insurer. Insurance Aid General Brokers Partnership Pty Ltd will earn interest on the premium while it is in their trust account or Insurance Aid General Brokers Partnership Pty Ltd may invest the premium and earn a return. Insurance Aid General Brokers Partnership Pty Ltd will retain any interest or return on investment earned on the premium.

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**How are any commissions, fees or other benefits calculated for providing the financial services?**

Insurance Aid General Brokers Partnership Pty Ltd's commission will be calculated based on the following formula:

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

In this formula:

X = Insurance Aid General Brokers Partnership Pty Ltd's commission

Y% = the percentage commission paid to Insurance Aid General Brokers Partnership Pty Ltd by the insurer. Insurance Aid General Brokers Partnership Pty Ltd's 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).

We will receive 90% of Insurance Aid General Brokers Partnership Pty Ltd's commission.

Insurance Aid General Brokers Partnership Pty Ltd does not and we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If Insurance Aid General Brokers Partnership Pty Ltd does, Insurance Aid General Brokers Partnership Pty Ltd will pay commissions to those people out of its commission or fees (not in addition to those amounts), in the range of 0% to 70% of its commission or fees.

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

Additional to the market salary some employees may also be paid a commission. If we do, we will pay commissions to those employees out of our commission or fees (not in addition to those amounts), in the range of 0% to 50%.

If We give you personal advice, We will inform you of any fees, commission or other payments We, my/our associates or anyone referring you to me/us (or me/us to any insurer) will receive in relation to the policies that are the subject of the advice.

See below for information on the Steadfast association and commission.

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

Insurance Aid General Brokers Partnership Pty Ltd is a Steadfast Group Limited (**Steadfast**) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (**Partners**) under which Steadfast will receive between 0.5 – 2.0% commission for each product arranged by Insurance Aid General Brokers Partnership Pty Ltd with those Partners. Steadfast is also a shareholder of some Partners.

Insurance Aid General Brokers Partnership Pty Ltd may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period), in the form of a rebate.

As a Steadfast Network Broker, Insurance Aid General Brokers Partnership Pty Ltd has 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 Steadfast Network Brokers for a fee.

You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

If we arrange premium funding for you Insurance Aid General Brokers Partnership Pty Ltd may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that Insurance Aid General Brokers Partnership Pty Ltd is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). If you instruct us to arrange or issue a product, this is when Insurance Aid General Brokers Partnership Pty Ltd become entitled to the commission.

Insurance Aid General Brokers Partnership Pty Ltd's 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 Insurance Aid General Brokers Partnership Pty Ltd 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 may receive additional remuneration from insurers with whom we have profit share or a volume bonus agreement. Insurance Aid General Brokers Partnership Pty Ltd are part of programs with Chubb, Strata Unit Underwriters, QBE, Zurich & CGU which may include a profit share component of volume bonus. The amount of profit share or volume bonus, if any is variable and is determined by either the increased amount of premium earned or when compared with the claims experience in Insurance Aid General Brokers Partnership Pty Ltd with these insurers. The profit share or volume bonus is calculated and received on an annual basis subject to certain parameters governing the amount of profit share or volume bonus if any.

Insurance Aid General Brokers Partnership Pty Ltd are members of the National Insurance Brokers Association (NIBA) and subscribe to the Insurance Brokers Code of Practice.

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Insurance Aid General Brokers Partnership Pty Ltd are also members of the Council of Queensland Insurance Brokers.

Insurance Aid General Brokers Partnership Pty Ltd is a subsidiary of a shareholder in Aviso Group Pty Ltd, which is the owner of the Aviso Group trademarks. Aviso Group Pty Ltd has granted Insurance Aid General Brokers Partnership Pty Ltd a licence to use and exploit the Aviso Group trademarks.

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**What should I do if I have a complaint?**

1. Contact Insurance Aid General Brokers Partnership Pty Ltd and tell Insurance Aid General Brokers Partnership Pty Ltd about your complaint. Insurance Aid General Brokers Partnership Pty Ltd will do its best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within seven (7) days, please contact us on 07 3630 1823 or put your complaint in writing and send it to us at the address noted at the beginning of this FSG. Insurance Aid General Brokers Partnership Pty Ltd will try to resolve your complaint quickly and fairly.
3. Insurance Aid General Brokers Partnership Pty Ltd is a member of the Australian Financial Complaints Authority (AFCA). 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:  
  
Postal Address: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001  
  
Ph - 1800 931 678  
  
Fax - 03 9613 6399  
  
Email - [info@afca.org.au](mailto:info@afca.org.au)  
  
Website - [www.afca.org.au](http://www.afca.org.au)

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**What arrangements are in place to compensate clients for losses?**

Insurance Aid General Brokers Partnership Pty Ltd has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers Insurance Aid General Brokers Partnership Pty Ltd and its representatives (including authorised representatives) for claims made against them by clients as a result of their conduct in the provision of financial services. Our policy will cover us for claims relating to the conduct of former representatives/employees who no longer work for us.

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**Any questions?**

If you have any further questions about the financial services West Insurance Brokers Pty Ltd or Insurance Aid General Brokers Partnership Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with West Insurance Brokers Pty Ltd or Insurance Aid General Brokers Partnership Pty Ltd.

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