



Financial Services Guide

Findex Insurance Brokers Pty Ltd

A guide to our relationship with you

Version date: 2 April 2019



The purpose of this document

This Financial Services Guide (FSG) is designed to assist you in determining whether to use any of our financial services. It contains information about the remuneration that we may receive, the services we are authorised to provide and how you may make a complaint. The 'Adviser Profile' contains information about your adviser and the financial services your adviser is authorised to provide to you.

The FSG contains important information about:

- Who is Findex Insurance Brokers Pty Ltd?;
- Services we offer you;
- How we and our associates are remunerated;
- Any potential conflicts of interest we may have;
- What to do in the event of a complaint.

Who is Findex Insurance Brokers Pty Ltd?

Findex Insurance Brokers Pty Ltd is one of the leading and largest providers of accounting, financial and related services to individual and small to medium enterprise across Australia and New Zealand.

Findex Insurance Brokers Pty Ltd (FIB) ABN 17 139 730 528 which holds Australian Financial Services Licence number 342526 is owned by Findex Group Limited (Findex).

Your adviser is an employee representative, and as such we are responsible for the financial services provided. Findex Insurance Brokers Pty Ltd has authorised your adviser to distribute this FSG.

Findex Insurance Brokers provides General Insurance services to complement Findex Group's:

- Accounting
- Taxation
- Audit and Assurance
- Lending and Finance
- Business Advisory
- Financial Advice services

Findex Insurance Brokers Pty Ltd acts on your behalf and is responsible for the financial services offered in this FSG.

Sometimes, it may be more appropriate for us to access insurance or manage claims where we act as an agent of the insurer. If and when this situation arises we will explain and highlight this to you.

Responsibility for services provided

We hold Australian Financial Services Licence number 342526 and are authorised to provide advice and deal in the full spectrum of general insurance products.

We are responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG.

We are required to meet high standards for staff training, organisational competence, management expertise, financial control and compliance disciplines.

Our services

We offer a range of services to assist you to protect your assets and guard against unexpected liabilities including:

- Reviewing and advising on your insurance needs;
- Identifying risk factors to avoid claims;
- Seeking competitive premium quotations.

Our products

We can advise and arrange a broad range of insurances on your behalf including:

- Home Building and Contents;
- Private and Commercial Motor;
- Farm;
- Business Packages;
- Construction, Liability;
- Industrial; and
- Professional covers.

Retail clients

Under the Corporations Act 2001 (The Act) Retail Clients are provided with additional protection. The Act denies Retail Clients as:

- Individuals or a manufacturing business employing less than 100 people or any other business employing less than 20 people and that are purchasing the following types of insurance covers:

- Motor vehicle, home building, contents, personal and domestic, sickness/accident/travel, consumer credit and other classes as prescribed by regulations.

Some of the information in this FSG only applies to Retail Clients and it is important that you understand if you are covered by the additional protection provided.

Retail client issues

Typically we only provide General Advice to our Retail Clients. General Advice does not take into account your particular needs and requirements (i.e. beyond the basic facts to ascertain the level of insurance you require) and you should consider the appropriateness of this advice to your circumstances prior to acting upon it. We will provide you with a General Advice Warning in such cases.

If you are a new Retail Client purchasing Personal Accident or Sickness insurance and obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will give you a Statement of Advice (SOA), that sets out the advice provided and the basis on which the advice is made and our remuneration should you purchase the product.

For existing Retail Clients we may not provide an SOA but rather provide the advice to you orally. In such cases you may request us to provide you with a Record of Advice (via phone or in writing) which we will provide to you within 28 days of such request.

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.

If we recommend the purchase of a particular financial product, we will also provide you with a Product Disclosure Statement at that time, which sets out details specific to that product and the key benefits.

What we expect from you

To enable us to provide appropriate advice we need you to provide us with complete information about the risk(s) that you face and those that you want to be insured for. You should also tell us about any relevant changes as they occur so that we can review your insurance needs accordingly.

Personal information

Australian Privacy Principles apply to the collection of personal or sensitive information. This means that information provided by you in the course of receiving services must only be used:

- to provide you with information, products or services that you might reasonably expect or request
- to fully understand or anticipate your needs during our relationship
- to manage rights and obligations under any laws applying to the services provided, or
- to conduct research, or planning and marketing, which includes direct marketing,
- although you do have the right to specifically instruct that your details aren't used for these purposes.

The type of information which will usually be requested will include details about your financial, taxation, health, employment and estate planning matters. This may include details relating to your partner or family members.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter-Terrorism Finance Act 2006 to verify your identity and the source of any funds.

This means that we will ask you to present identification documents such as passports and driver's licence and we will retain copies of this information. You are entitled to request access to your file for the purpose of reviewing and correcting the information held.

However, you cannot access information where it would have an unreasonable impact on the privacy of another person or if the information is relevant to legal obligations or legal proceedings.

In providing services to you, from time-to-time we will disclose information about you to other professionals, including insurance providers, superannuation trustees, product issuers as well as our service providers. It is generally unlikely that we will disclose your personal information to overseas recipients.

However, any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient of your personal information complies with Australian privacy law.

You are entitled to obtain access to the information we hold about you by contacting the Privacy Officer on (03) 9258 6878 or by writing to:

Privacy Officer
Findex Group Limited
Level 17, 181 William Street
Melbourne VIC 3000

For more information about how we collect, use, store and disclose your personal information, our Privacy Policy can be accessed on our website findex.com.au

Retail client issues

Please contact your adviser to discuss your complaint. We strive to improve the services we offer and rely on feedback from you to help us in this regard.

We will try to resolve your complaint quickly and fairly.

If you are not satisfied with the response you receive you should write to:

Disputes Manager
Findex Group Limited
PO Box R1851 Royal Exchange NSW 1225

If we have not resolved your complaint within 45 days, or the issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers. They can be contacted on 1800 931 678, online at www.afca.org.au, via email at info@afca.org.au or in writing to Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

You can also make a complaint and obtain information about your rights on ASIC's freecall information line: 1300 300 630. ASIC is the Australian Securities and Investments Commission.

Compensation

Findex Insurance Brokers Pty Ltd maintains professional indemnity insurance as required under the Corporations Act 2001.

The insurance provides indemnity up to the sum insured for Findex Insurance Brokers Pty Ltd and for our representatives and employees in respect of authorisations and obligations under our Australian Financial Services License (subject to terms and conditions).

This insurance covers former representatives and employees for work done whilst they were engaged with us and satisfies the requirements for compensation arrangements under Section 912B of The Act.

Our sources of income

When placing your insurance we usually receive a commission from the insurer. The amount varies between 0% and 25% of the base premium you pay. Where a policy is cancelled before the period of insurance has ended we will usually retain the commission on any return premium involved.

If you are a Retail Client and we give you Personal Advice, commission amounts will be provided in any SOA or (where an SOA is not required to be provided) included on any relevant invoices.

When we give you General Advice, full commission information (including dollar amounts) will be provided to you.

We have a set of standard non-refundable Broker Fees that we charge you for services such as:

- Market research on products available.
- Assessing the claims paying ability of insurers.
- Sourcing alternative quotations and coverage.
- Risk analysis and portfolio coordination.

All fees payable for our services will be advised to you at the time of providing the advice or service.

We may receive additional remuneration from insurers with whom we have profit share or volume bonus arrangements. This remuneration is payable if we meet certain agreed sales and/or profitability targets set by the insurer. If we have profit share arrangements with an insurer that apply to a product we recommend to you, we will advise you of this at the time of making any such recommendation if the amount involved is material.

We retain the interest on premiums paid by you that are held in our trust account before paying the insurer.

If you pay by credit card we may charge you a credit card (incl. arrangement and handling) fee, which is disclosed and shown separately on our invoices, they are non refundable. This fee covers the cost of bank charges etc. associated with such facilities.

Premium funding products enable you to pay your premiums by installments. Premium funders do charge interest. We can arrange premium funding if you require it. We may receive a commission based on a percentage of the premium from the premium funder for doing so. We will tell you the basis and amount of any such payment if you ask us.

How our representatives are paid

Your adviser is paid a salary package and may also receive bonuses, which are calculated depending on certain performance standards for quality, compliance and productivity.

If a person has referred you to us, we may pay them a part of any fees or commission received. If you are a Retail Client and receive Personal Advice full remuneration details will be disclosed in the SOA or invoices related to the advice.

Conflicts of interest

Your adviser may also receive a range of other benefits from product providers such as marketing support or sponsorship, entertainment, conferences, accommodation and travel which will be disclosed in your SoA if you are a retail client.

We maintain a public register outlining the forms of alternative remuneration that we both pay and receive. A copy of this register can be accessed upon request. Any of the payments listed above will be made to the extent permitted by law.

For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you.

All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice.

We will outline any specific sponsorship details in your SOA. These are not additional fees from your account. They are paid out of the product provider's own resources.

How to contact us

You are able to contact us by phone, in writing, by fax, email or in person.

Contact agreement

To ensure that we provide you with appropriate products and services, you agree to us calling you to discuss any new products and services. If you do not wish to receive such calls please advise us and we will place you on our Do Not Call Register.

Representatives are currently located in:

Colac

175 Bromfield Street
Colac VIC 3250

Geelong

Level 1, 200 Malop Street (PO Box 1)
Geelong VIC 3220

Melbourne

Level 17, 181 William Street
Melbourne VIC 3000

Mildura

133 Langtree Avenue
Mildura VIC 3500

Mulgrave

Suite 37, Level 3
799 Springvale Road
Mulgrave VIC 3170

Please retain this document for your reference and any future dealings with Findex Insurance Brokers Pty Ltd.

This FSG was issued on 2 April 2019 by Findex Insurance Brokers Pty Ltd.

ABN 17 139 730 528 | AFSL 342526.

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