

**EMPOWER
YOUR
VISION.**

Financial Services Guide.

The financial services referred to in this Financial Services Guide (FSG) are offered by:

Whitbread Associates Pty Limited
ABN 69 005 490 228,
AFS Licence No 229092
trading as Whitbread Insurance Brokers
(Whitbread)
Phone: 1300 424 627

Whitbread is a member of and subscribes to the Insurance Brokers Code of Practice. Please visit our website to view a copy.

Financial Services Guide

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 we have in place to compensate clients for losses
- our Privacy Policy

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 provide you with a quote or 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. The 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 5th September 2014 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.

How can I instruct you?

You can contact us to give us instructions by post, phone or email.

Cooling off Period

A cooling off period may apply to an insurance policy issued to you as a retail client. During the period you may return the policy. Details of your cooling off rights will be included in the relevant PDS.

Who is responsible for the financial services provided?

Whitbread is responsible for the financial services that will be provided to you including the distribution of this FSG. Whitbread holds a current Australian Financial Services Licence, Number 229092. The contact details for Whitbread are at the front and back of this FSG.

What kind of financial services are you authorised to provide to me and what kind of financial product/s do those services relate to?

Whitbread is 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.

Sometimes we will act under a binder or agency from the insurer. When we act under a binder or agency we will be acting as the agent of the insurer. This means that we represent and act for the insurer, not for you. We will tell you when we act under a binder or agency to arrange your insurance or advise you about your insurance needs.

Will I receive tailored advice?

Not in all cases. 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, issue insurance policies to 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.

Where we provide you with advice about your insurance arrangements, that advice is current at the time we give it. We will review your insurance arrangements when you inform us about changes in your circumstances. At times, it may be appropriate for us to automatically renew your insurance policy(ies). If you wish to be contacted prior to the renewal of each and every policy, please advise us in writing.

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 or PDS that we give or pass on to you for the period required by law.

We are committed to enforcing our Privacy Policy, which will ensure the privacy and security of your personal information. A copy of our Privacy Policy is available on request. A copy is also available on our website, www.whitbread.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. In most cases we will also charge you a fee. These will all be shown on the invoice that we send you. 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, or charge you a cancellation fee equal to the reduction in our commission.

You can choose to pay by any of the payment methods set out on the invoice. You are required to pay us within the time set out on the invoice.

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 30%.

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

We may also charge you a broker fee. This fee will always be disclosed on our invoice.

Whitbread may pay commissions, fees or benefits to others who refer you to us or refer 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).

Our employees that will assist you with your insurance needs will be paid a market salary and may also receive bonuses based on performance criteria established by us (including volume of sales).

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. If we provide you with general advice only, you may request further details regarding our remuneration before we provide further services to you.

If we arrange premium funding for you we may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges).

Our commission rates for premium funding are in the range of 0% to 2% 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.

If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

See below for information on the Steadfast association and commission.

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

Axis Underwriting Services Pty Limited (Axis) is a related entity of Whitbread. Axis acts as an underwriter and holds binding authorities with Lloyds of London and various Australian registered insurance companies to arrange certain types of insurance policies on behalf of those insurers.

Whitbread may, at times, use the services of Axis in obtaining insurance for clients. We will inform you when we use Axis' services.

Whitbread sometimes enters into specific arrangements with a limited number of insurers where we receive fees or other remuneration for the growth of various insurance portfolios. The remuneration we receive from these arrangements varies and is determined by the insurer according to the profitability of the recommended insurance products. Whitbread will only recommend these products where they meet your needs and are in your best interests.

Whitbread is a Steadfast Group Limited (Steadfast) Network Broker. Steadfast has exclusive arrangements with some insurers and underwriting agencies (Partners) under which Steadfast will receive a marketing and administration fee between 0.5 - 2.0% for each product arranged by a Steadfast Network Broker with those Partners.

Steadfast also has exclusive arrangements with some premium funders under which Steadfast will receive 0.5% marketing and administration fee for each amount funded by Steadfast Network Brokers with those premium funders.

Depending on the operating costs of Steadfast (including the costs of services provided by Steadfast to Steadfast Network Brokers) and the amount of total business Steadfast Network Brokers place with participating Partners and premium funders in any financial year, Steadfast Network Brokers may receive a proportion of that marketing and administration fee at the end of each financial year.

Steadfast provides access to Steadfast Network Brokers' 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 to Steadfast Network Brokers. These Steadfast Network Broker services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

Steadfast is a shareholder in a number of Steadfast Network Brokers. Steadfast is also a shareholder of some Partners.

What should I do if I have a complaint?

- 1 Contact Whitbread and tell them about your complaint. They will do their best to resolve it quickly.
- 2 If your complaint is not satisfactorily resolved within 24 hours Whitbread will refer the matter to their Complaints Officer, alternatively you can put your complaint in writing and send it to the Complaints Officer at the Whitbread Head Office address noted in this FSG. The Complaints Officer will seek to resolve the complaint within 20 days.
- 3 Whitbread is a member of the Financial Ombudsman Service Limited (FOS). If your complaint cannot be resolved to your satisfaction by Whitbread you have the right to refer the matter to the FOS. Contact details for FOS are listed below:

Financial Ombudsman Service Limited

GPO Box 3, Melbourne 3001

Phone: 1800 367 287

Fax: (03) 9613 6399

Email: info@fos.org.au

What arrangements does Whitbread have in place to compensate clients for losses?

Whitbread has a professional indemnity insurance policy (PI policy) in place that complies with the requirements of Section 912B of the Corporations Act 2001.

The PI policy covers Whitbread, their employees and representatives (including Authorised Representatives) for claims made against them by clients as a result of the conduct by Whitbread, their employees and representatives in the provision of financial services.

The insurance (subject to its terms and conditions) will continue to cover claims in relation to employees and representatives who no longer work for Whitbread but who did at the time of the relevant conduct.

Any questions?

If you have any further questions about the financial services Whitbread provides, please contact us.

Please retain this document for your reference and any future dealings with Whitbread.

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New South Wales Level 11, 23 Hunter Street, Sydney NSW 2000
Queensland Level 3, 46 Edward Street, Brisbane QLD 4000