

Representative Details:

Rhymemat Pty Ltd t/as Ausure Insurance Brokers Gippsland
Authorised Representative No: 302096
215A Main Street, Bairnsdale VIC 3875
ABN: 92 119 545 201
Phone: (03) 5152 3028
Fax: (03) 5152 3951

Representative Authorisations

General Insurance (General and Personal Advice)

Licensee Details:

Ausure Pty Ltd t/as Ausure Insurance Brokers
AFSL: 238433
ABN: 94 096 971 854
Address: PO Box 10709
Brisbane Adelaide Street Qld 4000
Phone: (07) 3319 5100
Fax: (07) 3319 5160
E-mail: Ausure@ausure.com.au
Website: www.ausure.com.au

What is a Financial Services Guide (FSG)?

The purpose of this FSG is to provide you with key information about us and the services we can provide to you. It is designed to assist you in your decision on whether to use any of our services described here, including purchasing general insurance through us. This FSG contains important information about:

- how we are paid for the services;
- any associations or relationships that could influence the services we provide to you; and
- the dispute resolution procedures available to you and how you can access them.

You may also receive a Product Disclosure Statement and a Personal Advice Letter (PAL), Statement of Advice (SoA) or General Advice Letter (GAL).

About Ausure

Ausure holds an Australian Financial Services Licence (AFSL No 238433) and provides both General Insurance Broking and Financial Planning services. Ausure is authorised to provide general and personal advice on and deal in general insurance products, deposit and payment products, government bonds, life products, managed investments schemes, securities, retirement saving schemes and superannuation.

About Your Representative

We conduct a general insurance advisory business as authorised representatives, providing general insurance advisory and dealing services to our customers. These services are provided under the authority and on behalf of Ausure Pty Ltd t/as Ausure Insurance Brokers, in accordance with the authorisations noted above.

We act on your behalf when we provide services to you as Ausure's authorised representative and we will maintain a record of any advice provided to you.

How do we get paid? (Our Remuneration)

We receive our remuneration in the form of fees and commission. Our primary form of remuneration is commission paid to us by the product issuer. We may also charge fees. These fees depend on the amount and type of work we perform and are always included in the price we quote you. If we provide you with personal advice, we will include the method of calculation of remuneration in our documents. If we do not provide you with personal advice, you can request further particulars about the remuneration and they will be provided.

Product Class	Commissions	Fees
General Insurance	0 to 40% of the premium (excluding taxes and charges).	0 to \$1500

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

Individual staff in our business are generally salary employed but may receive a bonus payment for meeting sales targets.

Over-riders & Premium Funding

Ausure has arrangements in place with some insurers and premium funders under which we will receive between 0.5–1.5% commissions that is not disclosed in your invoice. Some of this remuneration is used to reimburse expenses incurred by Ausure in distributing the product provider's products. If we refer you to a premium funding company we may receive up to 4% of the amount financed in commission.

Referrals

Where a third party has referred you to us we may pay them a percentage of up to 50% of our income (i.e. commission and fees) for that referral. If we give you personal advice as a result of someone referring you to us and if we pay them a fee or commission in relation to that referral, our PAL or SoA to you will set out that fee or commission.

Refunds

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 may 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 commission. Please note that in the event of cancellation of a policy before the expiry date some Insurers make no refunds or may charge cancellation fees. Before making any decision to cancel a policy you should consult us concerning the costs involved.

Conflicts of Interest

Insurers also provide benefits in the form of subsidies for training, sponsorship of conferences and invitations to social business functions. We may also be entitled to non-monetary rewards or benefits eg tickets to sporting events, attendance at golf days, competition prizes which can include items such as gift vouchers, wine or dinners, each with a value unlikely to exceed \$300.

We have a policy to deal with any potential conflicts of interest, this means we have a documented plan that we continually monitor to ensure that our advice is not influenced by any considerations other than your best interests.

Compensation Arrangements

Ausure is covered by Professional Indemnity insurance satisfying the requirements under s912B of the Corporations Act for compensation arrangements. The insurance is subject to terms and exclusions. However the insurance covers claims arising from the actions of former employees or representatives of Ausure, even where subsequent to these actions they have ceased to be employed by or act for Ausure.

Privacy Policy

Your privacy is important to us and Ausure. Please contact us if you would like a copy of our Privacy Statement.

We adhere to the Privacy Amendment (Private Sector) Act 2000 and the National Privacy Principles. For further information, please access the website at www.ausure.com.au or phone 07 3319 5100.

Complaints

We and Ausure are committed to ensuring that the services that are provided to you meet your expectations. If you have a complaint you should tell us as your Authorised Representative, about your complaint by contacting us using the contact details on this FSG. If your complaint or dispute is not satisfactorily resolved within 15 business days, please notify or write to the Complaints Manager at Ausure using the licensee details on Page 1.

If the dispute is still not resolved in a manner acceptable to you, you have the right to complain to the external dispute resolution body of whom Ausure is a member. Their contact details are as follows:

Financial Ombudsman Service Limited
GPO Box 3
Melbourne VIC 3001
Ph: 1300 780 808
Fax: 03 9613 6399

Email: info@fos.org.au
Website: www.fos.org.au

Ausure is a member of National Insurance Brokers Association of Australia and complies with the Insurance Brokers Code of Practice. Please contact us if you would like further information in relation to the Code.

Duty of Disclosure

You and everyone who is insured under an insurance policy must comply with the Duty of Disclosure. You must ensure that you explain the duty to any other person if you apply for insurance on their behalf. Your Duty of Disclosure applies when you enter into the policy and upon any renewal or variation to the contract. It is important that you tell us every matter that you know or that a reasonable person in your circumstances would know, that would be relevant to an insurer's decision whether or not to insure you and on what terms. You have a Duty to act in good faith towards the insurer; this means you must give honest and complete answers to each of the insurer's questions. You should disclose in answer to each question any matter that is known to you and which a reasonable person in the circumstances could be expected to have told the insurer in the circumstances. If you or any people under the policy do not comply with the Duty the insurer may avoid the claim.

Other information

Where you purchase certain domestic insurance policies (home, motor, travel sickness and accident, consumer credit etc) as a retail client you will usually have at least a 14 day cooling off period. If you want to take advantage of a cooling off period you must inform us promptly so we can inform the insurer in writing. The insurer may retain its reasonable administration and transaction costs.

Where we arrange a general insurance policy on your behalf we will forward you an invoice for the premium, statutory charges, taxes and our fees for any insurance we place for you. You must pay us by the due date on your invoice. If you do not pay the premium on time we are obliged to advise the insurer, who has the right to cancel your policy. The insurer also has the right to charge you for time on risk if you decide you do not want the policy after you have been insured for a period. If the invoice remains unpaid after 90 days, we reserve the right to cancel the policy on your behalf without notification.

Important Relationships

Allstate Underwriting Agency Pty Ltd (ABN 51 121 066 180), Allstate Premium Funding Pty Ltd (ABN 90 138 566 060) and Omni Underwriting Pty Ltd (ABN 84 159 175 297) share common ownership with the shareholders of Ausure and/or its Authorised Representatives. Allstate Underwriting is an Authorised Representative of The Hollard Insurance Company Pty Ltd (AFSL: 241436) and is remunerated in accordance with the performance of their portfolio of clients. In return for performing policy and claims administration, it is entitled to receive a share of the profits which is calculated after deducting all costs including claims, reinsurance, admin expenses, insurer's overheads etc.

The Hollard Insurance Company Pty Ltd is a minority shareholder of the Ausure Group.

Ausure is a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 - 1% commissions for each product arranged by Ausure 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 Ausure and other Steadfast shareholders) and the amount of total business Ausure places with the participating insurers in any financial year, Ausure may receive a proportion of that commission at the end of each financial year. Steadfast is also a shareholder of Miramar Underwriting Agency Pty Limited (Miramar). As a shareholder, Steadfast may receive dividends from Miramar. These amounts will indirectly contribute towards the benefits Ausure receives from Steadfast. You can obtain a copy of the Steadfast FSG at www.steadfast.com.au.