

# Financial Services Guide



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

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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 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.

## 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. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that product.

<b>From when does this FSG apply?</b>	This FSG applies from 01 November 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>	Consolidated Insurances Pty Ltd ("CIB") 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.
<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>	CIB 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.
<b>Will I receive tailored advice?</b>	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.

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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 or upon renewal of your insurances.

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**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 for you. We may 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 implementing and promoting a 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. If you wish to look at your file please ask us. We will make arrangements for you to do so.

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**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 many cases we will also charge you a fee. These will all be shown on the invoice 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 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 our commission.

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 and retain interest on the premium while it is in our trust account.

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**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).

We do not often pay any 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), in the range of 0 to 30% of our commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary including up to 30% commission on any insurance provided. If you are serviced by our Authorised Representatives or commission only broker, they may receive up to 87.5% of any commission and fees earned.

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.

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	<p>See below for information on the Steadfast association and commission.</p> <p>If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, CIB will retain any fee we have charged you and reserve the right to retain the full commission paid.</p>
<b>When do we not act on your behalf?</b>	In the event that you fail to fulfil the requirements of a premium funding contract, the funding company has full power of attorney over your policy(ies). The funder can request the Insurer to cancel your policy(ies) and the funder has the right to any refund of premium. In this instance we are obliged to act on the instructions of the premium funding company and not you.
<b>Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?</b>	<p>CIB is a Steadfast Group Limited (<b>Steadfast</b>) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (<b>Partners</b>) under which Steadfast will receive between 0.5 – 1.5% commission for each product arranged by us with those Partners. Steadfast is also a shareholder of some Partners. We may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).</p> <p>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 Steadfast Network Brokers for a fee. You can obtain a copy of Steadfast's FSG at <a href="http://www.steadfast.com.au">www.steadfast.com.au</a>.</p> <p>We may quote Integrated Premium Funding (IPF) as a recommended premium funder. IPF is owned by the directors of Consolidated and earns interest on the premium funding contracts. Corporate Authorised Representatives of Consolidated may receive a profit share from IPF for these transactions. Consolidated may also utilise an alternative premium funding company and receive commission calculated as a percentage of your total insurance premium in the range of 0-4.0%.</p>
<b>What should I do if I have a complaint?</b>	<ol style="list-style-type: none"> <li>Contact us and tell us about your complaint. We will do our best to resolve it quickly.</li> <li>If your complaint is not satisfactorily resolved within 14 days, please contact Jeff Forbes on 07 3292 1100 or put your complaint in writing and send it to <a href="mailto:contactus@cib.com.au">contactus@cib.com.au</a>.</li> <li>CIB 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 the AFCA. AFCA can be contacted at: GPO Box 3, Melbourne VIC 3001 Ph - 1800 931 678   Fax - 03 9613 6399   Email - <a href="mailto:info@afca.org.au">info@afca.org.au</a> Website - <a href="http://www.afca.org.au">www.afca.org.au</a></li> </ol>
<b>What arrangements do you have in place to compensate clients for losses?</b>	CIB has a professional indemnity insurance policy ( <b>PI policy</b> ) in place. The PI policy covers us and our representatives (including our authorised representatives) for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives in the provision of financial services.] Our PI policy covers us for claims relating to the conduct of representatives who no longer work for us.
<b>Any questions?</b>	If you have any further questions about the financial services CIB provides, please contact us. Please retain this document for your reference and any future dealings with CIB.