



Financial Services Guide

Date of Issue: 1st July 2009

Purpose of This Document

This **Financial Services Guide** ("FSG") is designed to assist you to decide whether you wish to use any of the services set out in the Guide. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interests, details of our internal and external dispute resolution procedures and how you can access them and arrangements in place to compensate client losses.

You will receive a **Statement of Advice** ("SoA") whenever we provide you with advice in regard to sickness and accident insurance which takes into account your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it was given and information about fees, commissions and associations which may have influenced the advice.

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 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 policy.

From When Does This FSG Apply?

This FSG applies from the issue date and remains in 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.

Who is responsible for the financial services provided?

Shadforth Insurance Brokers Pty Ltd are responsible for the financial services provided including the distribution of this **Financial Services Guide** ("FSG"). The company is a General Insurance Broker who also operates under the trading name of Midland Insurance Brokers. Shadforth Insurance Brokers Pty Ltd is regulated by the Australian Securities and Investments Commission ("ASIC").

Shadforth Insurance Brokers Pty Ltd is a member of the National Insurance Brokers Association (NIBA), membership of which requires an extremely high standard of ethics and professionalism, adherence to the NIBA Code of Practice and ongoing professional development. Shadforth Insurance Brokers Pty Ltd is also a member of the Steadfast Group, which provides access to specialist advice and markets.

Shadforth Insurance Brokers Pty Ltd and its representatives have many years experience in the General Insurance industry. Your adviser is a salaried representative of Shadforth Insurance Brokers Pty Ltd who has attained ASIC's educational standards to provide advice to you.

Shadforth Insurance Brokers Pty Ltd holds a current Australian Financial Services Licence number 238152. Our contact details are:

The General Insurance Manager
25 / 199 Balcatta Road, Balcatta WA 6021
PO Box 617, Balcatta WA 6914
Telephone: (08) 9240 5989 Facsimile: (08) 9240 7199
Web: www.sibrokers.com.au

Who do we act for?

Shadforth Insurance Brokers Pty Ltd acts as your agent and not the agent of any insurer. As an Insurance Broker we act for you. However, we may enter into an agreement with an insurer to arrange insurance policies on their behalf, which is called a Binder Authority.

If we are given a binding authority by the insurer, it allows our office to enter into insurance policies and/or handle or settle claims on the insurer's behalf. We will inform you when we act for the insurer and not for you.

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

Shadforth Insurance Brokers Pty Ltd is an incorporated Australian company, which specialises in general insurance. Shadforth Insurance Brokers Pty Ltd is a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5% and 1.0% commission for each product arranged by us 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 us and other Steadfast shareholders) and the amount of total business we place with the participating insurers in any financial year, we may receive a proportion of that commission at the end of each financial year.

As a shareholder of Steadfast 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, subsidized by Steadfast or available exclusively to shareholders for a fee.

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

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 we receive from Steadfast. We may also qualify for reward points under the Miramar rewards program for insurance we arrange with Miramar. The number of points we earn will depend on the premium paid to Miramar for the insurance products we arrange with them, subject to a minimum threshold. The points may be redeemed for certain goods or flights.

Shadforth Insurance Brokers Pty Ltd has no interests in, allegiance to, or arrangement with, any general insurer that dictates where business is to be placed.

Shadforth Insurance Brokers Pty Ltd is part of the SFG Group of Companies (being a wholly owned subsidiary of Shadforth Financial Group Holdings Ltd ABN 56 128 202 308).

Agreements that we and other members of the SFG Group of Companies have with related companies mean that some or all of the fees and payments received by Shadforth Insurance Brokers Pty Ltd or another member of the SFG Group of Companies in respect of services provided to you, may be remitted to another member or members of the SFG Group of Companies, resulting in related companies indirectly benefiting from remuneration paid in respect of the financial services offered in the Guide.

What kind of financial services are we authorised to provide and what kinds of products do those services relate to?

Shadforth Insurance Brokers Pty Ltd 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. We are authorised to provide financial product advice (personal and general) and deal in general insurance products, which includes both personal and business insurance.

There are a wide range of insurance policies we can arrange, including, but not limited to, the following insurance policies for retail clients:

- Home Building insurance;
- Home Contents insurance;
- Motor Vehicle insurance;
- Sickness and Accident insurance;
- Travel insurance

Considerable resources are devoted to researching insurance products we recommend. Detailed analysis provided by highly competent in-house personnel, complements externally sourced research from specialist organisations. The detailed analysis and understanding of general insurance products is under constant review.

What information should you provide to receive personalised advice?

So that we can offer you the most appropriate advice possible, you will need to provide us with your personal objectives, details of your current financial situation and any other relevant information.

You do not have to divulge the information requested if you would prefer not to, however, the advice you receive may not be appropriate to your needs, objectives and financial situation.

You should read any warnings contained in the Statement of Advice carefully before making any decision relating to a financial product(s).

Our General Insurance Services

We are authorised to provide you with personal advice as to the suitability of general insurance policies to meet your particular needs.

We will agree with you when this service is to be provided and what the scope of your personal advice will be. Before we provide any personal advice we will need to undertake a needs analysis so we can provide you with the appropriate advice. We will also provide you with a Statement of Advice confirming our advice along with any other relevant information.

Other services we provide are:

1. General advice services – this is where we provide advice on an insurance product which is not based on consideration of your personal objectives, financial situation or needs. We will tell you when this is the case; and
2. Dealing services – this is arranging insurance policies, whether on your behalf or the insurer's. In doing so we can provide factual information about insurance policies such as:
 - The nature of insurance policies;
 - The coverage of an insurance policy;
 - Options available under an insurance policy;
 - Premium payable and payment options;
 - Assisting in the prompt settlement of claims.

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. Your personal file cannot be viewed by any person other than staff of GGS and yourself. Given sufficient notice we are happy to make your file available for your examination.

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, or from our website (www.sibrokers.com.au).

How can you give us instructions?

Shadforth Insurance Brokers Pty Ltd will require written confirmation of instructions to us by letter, fax or email, or by another method agreed by us on the contact number or details in this FSG. Each written confirmation is then retained in your file.

How will you pay for the services?

We may be paid in a number of ways which may vary according to the service you require and our arrangements with the relevant insurer.

1. Payment by the Insurer:

Unless we advise you otherwise, we will be remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us (including renewals and some endorsements). The commission is a percentage of the insurer's base premium (i.e. the premium excluding stamp duty, fire service levy, GST or any other government charges, taxes, fees or levies). The percentage we receive ranges between 0% and 30%.

2. Fees Paid by You:

We may charge you an administration fee or broker fee in addition to commission when you enter into an insurance policy. This fee is based upon the time we spend researching and arranging the appropriate insurance policy to suit your situation. You will be informed of the nature and amount of any fee involved prior to us performing the service for you. The broker fee is non refundable.

All premiums quoted are inclusive of all fees and taxes. Credit notes subsequently allowed will have a fee charged to offset the insurer's deduction of brokerage. We reserve the right to charge a broker fee on any refund.

The commission and fees we receive do not represent our profit margin as it also reimburses us for administrative and other expenses we incur in providing our services. It also covers the cost of performing the distribution functions of the insurer such as data entry, marketing, annual renewal marketing and underwriting.

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.

Important information about your premium funding

What influences our recommendations?

We do not deal with all premium funders or consider all available products when we make recommendations to you about premium funding.

What influencing financial benefits do we get from people other than 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) (funded premium). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 1 to 5% 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.

What are our material influencing relationships and agreements with people other than you?

We are a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some premium funders under which Steadfast will receive between 0 to 1.0% of funded premium. These payments are used to operate Steadfast. Depending on the operating costs of Steadfast and the amount of total business we place with the participating funders in any financial year, we may receive a proportion of that commission at the end of each financial year.

Other remuneration information - Professional Advisers

Advisers are all salaried employees of Shadforth Insurance Brokers Pty Ltd and the Company is responsible for any advice and recommendations given. Advisers at Shadforth Insurance Brokers Pty Ltd are committed to providing excellent service and advice with adherence to the highest ethical standards. In order to do this, Shadforth Insurance Brokers Pty Ltd directs considerable resources to training and supporting advisers.

This includes in house adviser training, complemented by external training. Operating standards at Shadforth Insurance Brokers Pty Ltd are designed to meet all compliance requirements set by regulatory bodies.

Privacy

The collection of personal and sometimes sensitive information is necessary to allow your adviser to analyse needs and also to allow the obtaining of general insurance quotations and placing of new and renewal business.

Information collected by Shadforth Insurance Brokers Pty Ltd is used solely for these purposes and is only released to insurers or potential insurers where such information is required for underwriting purposes. Information is not available to any other party or used for any other purpose.

Your personal records cannot be viewed by any person other than staff of Shadforth Insurance Brokers Pty Ltd. Both hard copy and electronic records are subject to physical and electronic security. Given sufficient notice Shadforth Insurance Brokers Pty Ltd is happy to make these records available for your examination.

Information regarding general insurance arranged for you by Shadforth Insurance Brokers Pty Ltd will not be released to any other party other than to assist in the settlement of a claim (e.g. to an insurance assessor) and to any bona fide party such as a mortgagee.

Shadforth Insurance Brokers Pty Ltd complies with the Privacy Amendment (Private Sector) Act 2000 and a copy of our Privacy Statement is available on request or from our website (www.sibrokers.com.au).

New Business

New business will not be placed without your specific instructions. Completion of any relevant proposal form and/or payment of the premium will be taken as such an instruction. All quotations are valid for 14 days provided there are no changes in the circumstances. Where an insurer issues Interim Cover (normally pending receipt of a completed proposal) this is usually for 21 days.

If the information required to allow the insurer to issue their policy is not available within the Interim Cover period, cover is usually cancelled from inception. The insurer is not required to provide prior notification of cover being cancelled.

Renewals (not applicable to Travel Insurance)

Cover under a general insurance policy will cease, normally at 4pm, on the date shown on the Invoice/Insurer Schedule. Shadforth Insurance Brokers Pty Ltd will either arrange renewal with the existing insurer (subject to your Duty of Disclosure) or arrange a replacement policy with a new insurer. We aim to do this at least 14 days before expiry.

Premium Payment

- New Business: Premiums are payable within seven (7) days of invoice.
- Renewals: Premiums are payable by the commencement date of the new period of insurance. If the invoice is after the commencement date the premium is payable within seven (7) days of invoice. Non payment of a renewal premium will be taken as confirmation that renewal is not required. GGS will provide a minimum of three (3) days notification if a policy is to be cancelled due to non payment.

Cooling Off

You have at least 15 days from inception to decide whether you want the cover or not (provided that you have not made a claim). You need to check the insurer's Product Disclosure Statement for further details.

If you are dissatisfied

If you are dissatisfied with any aspect of the services provided to you, you should take the following steps:

1. Contact your adviser and tell them about your complaint. We will do our best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 24 hours, please contact our Complaints Officer, Gavin Statham, or put your complaint in writing and send it to:

The General Insurance Complaints Officer
Shadforth Insurance Brokers Pty Ltd
PO Box 617
BALCATTA WA 6914
Ph: (08) 9240 5989 Fax: (08) 240 7199

We will try and resolve your complaint quickly and fairly.

Shadforth Insurance Brokers Pty Ltd is a member of the Financial Ombudsman Service (FOS). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to the FOS. The FOS can be contacted at:

Financial Ombudsman Services
Level 5, 31 Queen Street
MELBOURNE VIC 3000
Ph: 1300 780 808 Fax 03 9613 6399
eMail: info@fos.org.au Web: www.fos.org.au

What arrangements do we have in place to Compensate Clients for Losses?

Shadforth Insurance Brokers Pty Ltd has a Professional Indemnity Policy (PI Policy) in place. The PI Policy covers us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees in the provision of financial services. Our PI Policy will cover us for claims relating to the conduct of representatives who no longer work for us.

Any Questions?

If you have any further questions about the financial services Shadforth Insurance Brokers Pty Ltd provides, please contact us. Please retain this document for your reference and any future dealings with Shadforth Insurance Brokers Pty Ltd.

