

CAPITAL INSURANCE BROKERS PTY LTD

Licensed General and Life Insurance Brokers

FINANCIAL SERVICES GUIDE



This **Financial Services Guide** contains information about our services, how we are paid, our charges, your rights as a client, and other information you need to know in relation to insurance matters. It also explains how any complaints you may have, will be dealt with, and addresses any potential conflicts of interest we may have.

If you ask us to act as your general or life insurance broker, we will do so on the terms set out in this Guide. Unless you tell us otherwise in writing, we assume that you agree with these terms. Please retain this Guide for your reference and any future dealings with us.

You may also receive some other documents after or at the time we advise you about your insurance needs including:

Statements of Advice – these will be summaries of our advice, the basis on which it was provided and information on our remuneration;

Product Disclosure Statements – these will contain information about the products we recommend to you and will enable you to make an informed decision about purchasing the product; and

Confirmation Notices – these will confirm the details of transactions we have arranged on your behalf.

If you need more information or have any questions, please feel free to contact us on the details provided.

Capital Insurance Brokers Pty Ltd

ABN 47 001 768 190

ABOUT US

Capital Insurance Brokers P/L (Capital) holds an Australian Financial Services Licence (No. 244526). We are authorised under our AFS Licence to provide financial product advice and deal in financial products for General Insurance, Life Insurance and Superannuation in relation to retail and wholesale clients.

Professional Indemnity Insurance Arrangements

We, and our employees, are covered under Professional Indemnity insurance that complies with the requirements of section 912B of the Corporations Act, for claims made against us and our employees by clients, as a result of our conduct in the provision of financial services. The insurance, subject to its terms and conditions, will continue to cover claims in relation to our employees who no longer work for us, but who did at the time of the relevant conduct.

OUR SERVICES

Capital is committed to providing sound advice based upon your needs and our comprehensive market knowledge.

We offer a range of services to assist you in protecting your assets. These include:

- Reviewing and advising on your insurance needs
- Arranging and renewing insurance contracts on your behalf
- Arranging premium funding, if required
- Assisting with insurance claims

We can advise on and arrange the following insurances on your behalf:

- General Insurance
- Life Insurance
- Superannuation

To enable us to provide advice which is appropriate to your circumstances, we will need you to provide us with complete information about the risk(s) to be insured, your situation and your needs and objectives. You should also tell us about any relevant changes as they occur.

If you are unable, or choose not to provide some information to us, we will be unable to comprehensively review your circumstances. As this may limit our ability to make appropriate recommendations; you will need to assess the appropriateness of our advice, to your needs, before acting on it.

IMPORTANT RELATIONSHIPS

We are a privately owned insurance advisory firm.

We are also members of IBNA Limited (IBNA). IBNA is a national marketing group that provides us with access to a range of resources and develops products and services for our clients. This assists us when we provide services to you by giving:

- Access to insurance products underwritten by a wide range of insurers.
- Access to insurance products that provide broad insurance cover.
- Access to consultants with specialised skills in certain risk products and services.

HOW WE WILL LOOK AFTER YOUR INSURANCE NEEDS

You can provide us with instructions in person, by telephone, by email or in writing. If you provide us with instructions by email, the request may not be completed immediately if the recipient is away from the office.

New Business

Contact us as soon as possible if you need cover for a risk or property that is not currently insured. If you need immediate cover, we can usually obtain an interim contract of insurance which is generally valid for a month or less. To arrange this, we will need details of the property or risk and all other information which you need to disclose to the insurer.

We will then send you a proposal form for completion. You will need to complete, sign and return this form to us, as soon as possible, prior to the interim cover expiry date.

We will send you the original insurance contract documents once they are issued correctly by your insurer. As these are legal documents, you should keep them in a safe place.

Renewals

We will give you at least 14 days notice of expiry for any insurance contract which we arranged or last renewed for you.

At that time we will send you an offer to renew the insurance contract and invoice you for the cost of renewal. If you want to change the details of the cover, contact us as soon as you receive the renewal offer. If you wish us to renew the contract on your behalf, you must provide us with written instructions to do so and/or pay the premium and other charges before the date shown on the invoice.

In some circumstances we may be able to arrange for the insurer to cover you temporarily before payment is received, but we cannot guarantee this.

We will notify you when renewal has been effected.

If you arranged or renewed insurance directly with an insurer or through another broker, we will not be responsible for notifying you of expiry or arranging renewal unless you ask us to do so.

Variations

You should carefully monitor and review your insurance contract/s to ensure that it is adequate to cover your assets or business activities.

If you want to vary any cover, eg. by increasing the sum insured or adding other risks, please provide us with details of the changes you require and any other information you need to disclose to the insurer. We will arrange the variation with the insurer and provide you with written confirmation.

Claims

We will receive your claims notifications, assist and advise you regarding the scope of cover and pass the information onto the insurer.

If a loss adjustor is appointed we shall, with your permission, pass on your contact details and co-ordinate meetings. In the case of a major loss, we can attend the initial meeting with the loss adjustor if you wish us to.

We will promptly forward to you all claims documentation, insurance company settlement cheques and other information. If any claims are outstanding when you terminate our appointment as your insurance broker, upon request we will provide details of the claim(s) to your new insurance broker so that they may continue to negotiate settlement on your behalf.

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FEES FOR OUR SERVICES

You are entitled to know how and what we will charge for our services and what other benefits we receive.

Our Remuneration

The relevant insurers may pay us commission when we arrange insurances on your behalf. As a general rule, the insurer will pay us an amount based on a percentage of the premium (excluding relevant taxes, charges and levies).

General Products – Our commission varies between 5% and 23%.

Life Products – Our commission varies between 20% and 121%.

We may also charge an arrangement fee. Alternatively, we may rebate all commissions to you and charge you a fee based upon the nature of the service we provide.

We will provide you with specific information about the basis and amount you will be charged before or at the time we arrange your insurance. Our charges include GST. Some of our charges may be tax deductible.

In addition; some life insurers with whom we arrange a large amount of business pay us a commission, based on the volume, or profitability, of the business we place with them. These payments do not increase the amount you are required to pay for your insurance.

For 'IBNA sourced' insurance products, we are paid up to 0.60% of the base premium as additional commission from the insurer. We will tell you when we recommend an 'IBNA sourced' insurance product.

All money paid to us is banked into our Trust account pending payment to the insurer, we may earn interest, any interest is retained by us.

How are our Account Managers paid?

Our Account Managers are paid a salary and may be paid a bonus or incentive, which is based on a number of factors including achievement of company goals.

If a person has referred you to us, we may pay them between 0 to 10% of our remuneration. This will not increase the amount you pay us.

TERMS OF PAYMENT

Invoices

For General Insurance, we will invoice you for the premium, statutory charges (e.g. stamp duty, fire levy, etc) and any fees we charge for arranging your insurances. You must pay us within 7 days of the date of the invoice or, in the case of a renewal, before the expiry date of the contract of insurance.

For Life Insurance the insurer will, in most cases, deduct premiums from your nominated bank account or credit card.

If you do not pay the premium on time, the insurer may cancel the contract of insurance and you will not be insured. The insurer may also charge a short term penalty premium for the time on risk.

Premium Finance

Premium finance products enable you to pay your premiums by instalments. Although they do not usually require any security, premium financiers do charge interest.

We can arrange premium finance on your behalf if you require it. We will receive a commission from the premium funder for doing so. Our Commission rates for premium funding are in the range of 0% to 4% of the funded premium. We will tell you the basis and amount of any such payment before or at the time the premium funding is arranged.

Cancellation

We cannot cancel a contract of insurance without written instructions from the named insured(s), or a person who is authorised to represent the named insured(s), except in the case of non-payment of premiums. We cannot cancel any contract of insurance which is subject to the Marine Insurance Act 1909.

If a contract of insurance is cancelled before expiry of the period of insurance, we will refund the nett premium we receive from your insurer. We will not refund our fees or commission for arranging the insurance.

IMPORTANT INFORMATION

Code of Practice

Capital Insurance Brokers is a member of the National Insurance Brokers Association (NIBA). We subscribe to the General Insurance Brokers Code of Practice.

Please visit our website for a copy of the code.

COMPLAINTS AND DISPUTES

If you are not fully satisfied with our services, please telephone our Complaints Officer, Mr Bruce Gale. We will acknowledge your complaint in writing and endeavour to resolve your problem within 20 days.

Capital is a member of the Financial Ombudsman Service (FOS). If your complaint is not resolved to your satisfaction you may refer the matter to FOS. Their contact details are:

Phone: 1300 780 808

Website: www.fos.org.au

Email: info@fos.org.au

Further information about FOS is available from our office.

IMPORTANT PRIVACY NOTICE AND CONSENT STATEMENT

At Capital Insurance Brokers, we are committed to protecting your privacy and have implemented and promote a Privacy Policy. Our Privacy Policy applies to personal information collected by us and explains how we collect, use, disclose and handle that information. It also explains your rights to access and correct your personal information and how to make a complaint for any breach of the Privacy Act by us.

If we give you personal information, you must only use it for the purposes we agreed to, unless an exemption applies or we agree otherwise. You must meet the requirements of the Privacy Act when collecting, using, disclosing and handling personal information on our behalf. You must also ensure that your agents, employees and contractors meet the above requirements.

Contacting Us or Opting Out

If you wish to gain access to your personal information, need us to correct or update it, or have any other query relating to our Privacy Policy please contact our office.

If you have a complaint about a breach of your privacy, or wish to withdraw your consent for any of the uses of your information (opt out), including receiving offers of products or services from us, contact our Privacy Officer, Bruce Gale, on:

Telephone: (02) 6282 7666

Facsimile: (02) 6282 7744

Email: bgale@cib.net.au

Mail: Attention: Privacy Officer

Capital Insurance Brokers Pty Ltd

Private Bag 10

Deakin ACT 2600

A full version of our Privacy Policy can be found on our website www.capitalinsurancebrokers.com.au

From when does this FSG apply?

This FSG applies from 16 February 2015 and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace the FSG but will cover services not covered by this FSG.

CAPITAL INSURANCE BROKERS PTY LTD

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