



## Financial Services Guide

**Safeguard Insurance Solutions Pty Ltd** (“Safeguard”) is an Australian financial services (“AFS”) licensee (AFS licence number: 300085), ABN: 53 117 304 560. Safeguard trades as Safeguard Insurance Solutions, Safeguard Marine and Expat Insurance Service.

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This Financial Services Guide (“FSG”) is an important document which we are required to give you under the requirements of our Australian Financial Services Licence. **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 provided

You will receive a “Statement” outlining information about remuneration and/or other benefits Safeguard and/or its Authorised Representatives may receive and any interests or associations they may have that may influence the advice given. This information is disclosed on your tax invoice. For retail clients, the tax invoice will also include the dollar amounts of our fees and commissions.

When you ask Safeguard to recommend an insurance policy for you, Safeguard will usually only consider the policies offered by the insurers or insurance providers that Safeguard deals with regularly. In giving you advice about the costs and terms of recommended policies Safeguard has not compared those policies to all other policies available. Safeguard reviews all insurers it deals with regularly. When considering the renewal of your insurance policy, in general Safeguard will seek additional quotes where there has been a substantial increase in your renewal premium and/or your policy conditions have altered significantly.

If Safeguard arranges **personal accident and illness insurance** for you, you will receive a Statement of Advice (“SOA”). This SOA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may have influenced the advice.

### Product Disclosure Statement

If Safeguard offers to arrange the issue of an insurance policy to you, where applicable, Safeguard will also provide you with, or pass on to you, a product disclosure statement (“PDS”) or short-form PDS unless you already have an up to date PDS or short-form PDS from the insurer. The PDS or short-form PDS will contain information about the policy which will enable you to make an informed decision about purchasing that policy.

### From when does this FSG apply?

This FSG applies from 21 September 2018 and remains valid unless a further FSG is issued to replace it.

### How can I instruct Safeguard?

You can give Safeguard instructions by post, phone, fax or email on the contact details provided.

Any request to place, amend or cancel insurance cover via any form of communication cannot be taken as actioned until confirmed by a Representative of Safeguard Insurance Solutions Pty Ltd.

### Who will be providing the financial services to me?

Safeguard is the holder of an Australian Financial Services Licence No. 300085, and will be providing the financial services through Safeguard and its Authorised Representatives.

Your adviser is an Authorised Representative of Safeguard. Details of your adviser are set out in the Adviser Profile that forms part of the FSG and they should be read together.

**What kinds of financial services is Safeguard authorised to provide to me and what kinds of financial product/s do those services relate to?**

Safeguard and its' Authorised Representatives are authorised to provide advice and deal in General Insurance products to both wholesale and retail clients. Safeguard acts on your behalf when providing financial services to you unless Safeguard tells you otherwise.

There are a wide range of insurance policies our representatives can arrange and they include but are not limited to the following:

*General Insurance Products — Retail*

- Motor Vehicle Insurance Products
- Accident and Illness Products
- Personal & Domestic Property Insurance Products
- Home Building Insurance Products
- Home Contents Insurance Products
- Travel Insurance Products

*General Insurance Products - Wholesale*

- Business Packs
- Construction Insurance
- Professional Indemnity
- Commercial Vessels
- Trade Packs
- Workers Compensation
- Industrial Special Risks
- Public/Products Liability

**Will I receive tailored advice?**

It will depend upon the specific circumstances. Where Safeguard provides tailored advice, Safeguard may need information about your personal objectives, details of your current financial situation and any other relevant information, so that Safeguard can arrange insurance policies for you or give you advice about your insurance needs.

You have a right not to divulge this information to Safeguard if you do not wish to do so. In that case, Safeguard is required by law to warn you about the possible consequences of Safeguard not having your full personal information. For example, you risk obtaining advice or acquiring insurance policies that may not be appropriate for your circumstances, needs or objectives.

You should read the warnings contained in any SOA/Statement or any other warnings that Safeguard gives 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.

**Contractual Liability and your insurance cover**

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

**What information do you maintain in my file?**

Safeguard maintains a record of your personal profile, including details of insurance policies that Safeguard arranges for you. Safeguard may also maintain records of any recommendations or advice given to you. Safeguard will retain this FSG and any other FSG given to you as well as any SOA/Statement for the period required by law.

Safeguard is committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of Safeguard's privacy statement is available on our website or on request.

**Do I have to advise you of material changes?**

You must notify your insurer of any significant changes which occur during the period of insurance. If you do not, your insurances may be inadequate to cover you.

Safeguard can assist you to do this to ensure that your contract of insurance is altered to reflect those changes.

### **How will I pay for the services provided?**

Payment for the services Safeguard provides is payable directly to Safeguard. For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. Safeguard often receives a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to Safeguard by the insurers. However, in some cases Safeguard will also charge you a fee. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay Safeguard within the time set out in the invoice.

If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, Safeguard may retain any fee it may have charged you when arranging the policy. Safeguard may charge you a cancellation fee that is equal to any commission Safeguard must repay the insurer because of the policy cancellation and cost of administering the policy cancellation or alteration.

When you pay Safeguard your premium it will be banked into Safeguard's trust account. Safeguard retains the commission and/or fees from the premium you pay Safeguard and remits the balance to the insurer in accordance with Safeguard's arrangements with the insurer. Safeguard will earn interest on the premium while it is in Safeguard's trust account or Safeguard may invest the premium and earn a return. Safeguard 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?**

Safeguard's commission will be calculated based on the following formula:  $X = Y\% \times P$

In this formula: X = Safeguard's commission, Y% = the percentage commission paid to Safeguard by the insurer. Safeguard's 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).

Commissions earned will typically be as follows:

#### **Retail Products**

Motor Vehicle	0 — 15.0%
Home & Contents	0 — 25.0%
Personal Accident and Illness	0 — 22.5%
Pleasure Craft	0 — 20.0%
Travel	0 — 30.0%

#### **Wholesale Products**

Workers Compensation	0 — 5.0%
All other wholesale products	0 — 27.0%

Any fees that Safeguard charges you will be based upon the time spent providing you with the advisory services you require. All fees charged (retail and wholesale products) will be disclosed to you in the tax invoice provided to you.

Where a third party has referred you to Safeguard, Safeguard or its Authorised Representative may pay the referrer a percentage of up to 50% of the initial commission. Further information will be disclosed to you in the SOA/Statement.

Safeguard will retain up to 40% of all commissions and fees received as a Management Fee. The remaining commissions and fees will be distributed to the following Corporate Authorised Representatives of Safeguard.

- Austlife Holdings Pty Ltd (CAR No. 244425)
- Kingsley Asset Pty Ltd (CAR No. 302709)

At the time of issuing this FSG Safeguard is unable to provide you with the exact dollar amount of remuneration and/or benefits Safeguard may receive in relation to your policies, however Safeguard will, either when the advice is given, or as soon as practicable thereafter, provide retail clients with information disclosing the exact dollar amount of any remuneration and/or benefits Safeguard will receive. This information will be included in your tax invoice. You have a right to request further particulars in relation to remuneration received by Safeguard and its representatives.

### **Does Safeguard receive any other income or other benefits in arranging my insurances?**

Where Safeguard has used electronic data interface (Sunrise) to process your policy, Safeguard may, as a result, receive an additional commission amount of up to 2.5% for utilising this system. These additional commissions are paid to Safeguard by the insurers and are not an additional charge to you.

Safeguard may also receive a profit share or growth incentive from insurers if a particular portfolio of business reaches a certain level of profitability or growth target. Where this is relevant, Safeguard will disclose this to you in the SOA/Statement.

From time to time Safeguard may receive training allowances and certain 'hospitality benefits' such as tickets to sporting events, movies, meals, bottles of wine, hampers etc. The receipt of these benefits may be based upon the volume of business placed with the provider but may also be more of an ad hoc reward. The maximum value of these during the year is unable to be determined. However, the details of individual benefits in excess of \$100 are able to be viewed on a specially maintained Register upon your request.

If Safeguard and/or its Authorised Representatives arrange premium funding for you it may be paid a commission by the premium funder. Safeguard may also charge you a fee (or both). The commission that Safeguard is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). Safeguard is entitled to the commission when you instruct it to arrange a premium funded policy for you.

Safeguard commission rates for premium funding are in the range of 0 to 3% of funded premium. When Safeguard arranges premium funding for you, you can ask Safeguard what commission rates Safeguard is paid for that funding arrangement. In addition to this commission payment, we may be entitled to receive an overrider of between 0% - 1% of your premium.

In the event of cancellation of a premium funded policy, the return premium (less any fees or charges resulting from cancellation of the policy) will be forwarded to you unless there are any outstanding instalments due to the premium funder. Commission received as a result of premium funding will not be returned to you when a policy is cancelled.

***Does Safeguard have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?***

Safeguard is a Steadfast Group Limited (Steadfast) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders ("**Partners**") under which Steadfast will receive between 0.5% - 1.5% commission for each product arranged by Safeguard with those Partners. Steadfast is also a shareholder of some Partners.

Safeguard may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period). As a Steadfast Network Broker Safeguard has 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 [www.steadfast.com.au](http://www.steadfast.com.au)

***What should I do if I have a complaint?***

1. Contact John Hamilton on 08 9273 1373 or put your complaint in writing and send it to **Safeguard** at the address noted at the beginning of this FSG. Safeguard will try and resolve your complaint quickly and fairly. Safeguard is a member of the Australian Financial Complaints Authority ("**AFCA**") and subscribes to the Insurance Brokers Code of Practice. As part of the Code obligations, Safeguard is committed to the fair, transparent and timely resolution of disputes. If your complaint cannot be resolved to your satisfaction within 45 days by Safeguard you have the right to refer the matter to AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

2. The Australian Securities & Investments Commission (ASIC) also has an info line on 1300 300 630 which you may use to obtain information about your rights.

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

Safeguard has a professional indemnity insurance policy ("**PI Policy**") in place which is consistent with its regulatory obligations under section 912B of the Corporations Act. The PI Policy covers Safeguard and its representatives for claims made against Safeguard and its representatives by clients as a result of our conduct in the provision of financial services.

Safeguard's PI Policy will cover Safeguard for claims relating to the conduct of representatives who no longer work for Safeguard but who did at the time of the relevant conduct.

***Electronic delivery of disclosure notices***

Please note that where possible and where you have provided your email address to us we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you electronically, via email or links to websites. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

***Any questions?***

If you have any questions about the financial services provided by Safeguard and its' representatives, please contact your representative directly.

Please retain this document for your reference and any future dealings with Safeguard and its' representatives.