



ANDREWS

INSURANCE
SERVICES
TO BUSINESS

Financial Services Guide

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The Purpose of this Guide

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of our services and contains important information about:

- The services we offer you
- How we and our associates are paid
- Any potential conflicts of interest we may have
- What to do in the event of a complaint

Responsibility for services provided

We hold an Australian Financial Services Licence and are authorised to advise and deal in the full spectrum of general insurance products. We are responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG. We are required to meet high standards for staff training, organisational competence, management expertise, financial control and compliance disciplines.

Who do we act for

We usually act on your behalf and in your interest in all matters. Sometimes, it may be more appropriate for us to access insurance or manage claims where we act as an agent of the insurer. If and when this situation arises, we will explain and highlight this to you.

Our Services

We offer a range of services to assist you to protect your assets and guard against unexpected liabilities including:

- Reviewing and advising on your insurance needs
- Identifying risk factors to avoid claims
- Seeking competitive premium quotations

How to Contact Us

You are able to contact us by phone, in writing, by fax, email or in person.

Our Products

We can advise and arrange a broad range of insurances on your behalf including, Home Building and Contents, Private and Commercial Motor, Farm, Business Packages, Construction, Liability, Industrial and Professional covers.

Retail Clients

Under the Corporations Act 2001 (The Act) Clients are provided with additional protection from other clients.

The Act defines Retail Clients as:

Individuals or a manufacturing business employing less than 100 people or any other business employing less than 20 people **and** that are purchasing the following types of insurance covers:

Motor vehicle, homes building, contents, personal and domestic sickness/accident/travel, consumer credit and other classes as prescribed by regulations.

Some of the information in this FSG only applies to Retail Clients and it is important that you understand if you are covered by the additional protection provided.

Retail Client Issues

Typically we only provide General Advice to our Retail Clients. General Advice does not take into account your particular needs and requirements and you should consider the appropriateness of this advice to your circumstances prior to acting upon it. We will provide you with a General Advice Warning in such cases.

If you are a new Retail Clients purchasing Personal Accident or Sickness insurance and obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will give you a **Statement of Advice (SOA)**, that sets out the advice provided and the basis on which the advice is made and our remuneration should you purchase the product.

For existing Retail Clients we may not provide an SOA but rather provide the advice to you orally. In such cases you may request us to provide you with a Record of Advice (via phone or in writing), which we will provide to you within 28 days of such request.

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 recommend the purchase of a particular financial product, we will also give you a **Product Disclosure Statement** at that time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

What we expect from you

To enable us to provide the right advice we need you to provide us with complete information about the risk(s) that you face and those that you want to be insured for. You should also tell us about any relevant changes as they occur so that we can review your insurance needs accordingly.

Personal Information

The Federal Privacy Act 2000 sets out standards for the collection and management of personal information. With your consent, we will only use your personal information for general insurance services.

Complaints

Clients not satisfied with our services should contact our Complaints Officer. We are members of the Financial Ombudsman Service (FOS), a free consumer service. Further information is available from our office, or contact FOS directly on 1300 780 808 or visit www.fos.org.au. We also follow The Insurance Brokers Code of Practice.

Compensation

We hold a Professional Indemnity Policy. This policy is designed to pay claims by Third Parties (including our clients) arising out of our Professional Negligence. The policy extends to cover Andrews Insurance Services for work done for us by repre-sentatives/employees after they cease to work for us and satisfies the requirements for compensation arrangements under Section 912B of The Act.

Contact Agreement

To ensure that we provide you with appropriate products and services, you agree to us calling you to discuss any new products and services. If you do not wish to receive such calls, please advise us and we will place you on our Do Not Call Register.

Electronic Delivery of Disclosure Notices

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

Our Sources of Income

When placing your insurance we usually receive a commission from the insurer. The amount varies between 0% and 25% or in the case of the Parents and Citizens Business could be as high as 43.5% which is shared 50% with the P&C Federation of the base premium you pay. Where a policy is cancelled before the period of insurance has ended we will usually retain the commission on any return premium involved.

If you are a Retail Client and we give you Personal Advice, commission amounts will be provided in our SOA or (where an SOA is not required to be provided) included on any relevant invoices. When we give you General Advice, full commission information (including dollar amounts) will be provided on request.

We have a set of standard non refundable Broker Fees that we charge you for services such as:

- Market research on products available
- Assessing the claims paying ability of insurers
- Sourcing alternative quotation and coverage
- Risk analysis and portfolio co-ordination

All fees payable for our services will be advised to you at the time of providing the advice or service.

We may receive additional remuneration from insurers with whom we have profit share or volume bonus arrangements. This remuneration is payable if we meet certain agreed sales and/or profitability targets set by the insurer. If we have profit share arrangements with an insurer that apply to a product we recommend to you, we will advise you of this at the time of making any such recommendation.

We retain the interest on premiums paid by you that are held in our trust account before paying the insurer.

We are a shareholder of IBNA Ltd. They have exclusive arrangements with some insurers where they receive between 0.5% - 1.5% commission on the premium placed by us with those insurers. These payments are used to operate IBNA Ltd.

Depending on the operation costs of IBNA Ltd (including the costs of shareholder services provided to us and other shareholders) and the amount of total business we place with the participating insurers in any financial year, we may receive some of that commission at the end of financial year.

As an IBNA Ltd shareholder, we can access services including operating and compliance tools, advice and assistance from professional bodies, group insurance arrangements, product comparison and placement support, claims support and purchasing arrangements. These shareholder services are either funded or subsidised by IBNA Ltd or available exclusively to shareholders for a fee. A copy of the IBNA Ltd FSG is available at www.ibna.com.au

If you pay by credit card we may charge you a credit card (incl. arrangement & handling) fee, which is disclosed and shown separately on our invoices, they are non refundable. This fee covers the cost of bank charges etc. associated with such facilities.

Premium funding products enable you to pay your premiums by installments. Premium funders do charge interest. We can arrange premium funding if you require it. We may receive commission based on a percentage of the premium from the premium funder for doing so. We will tell you the basis and amount of any such payment upon request from you.



How our Representatives are paid

Our representatives do not receive any benefit directly from the sale of a product to you. Our representatives may receive bonuses payable based on the overall performance of our business.

If a person has referred you to us, we may pay them a part of any fees or commission received. If you are a Retail Client and receive Personal Advice full remuneration details will be disclosed in the SOA or invoices related to the advice.

Conflicts of Interest

As a business we have relationships with and receive income from various third parties as detailed in this FSG. For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you. All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice.

Products and Services

We provide and specialise in:

General Insurance

- Business and Commercial Risks
- Tradespacks
- Public & Products Liability
- Worker's Compensation
- Personal Accident & Illness
- Tools and Equipment
- Trucks, trailers, long and short haul, local carriers, goods in transit
- Earthmoving Plant Equipment
- Home, Car, Boat and Farm
- CTP Green slips
- Travel insurance
Domestic & international, annual & one off trips

Building, Construction and Trades Insurance covers

We have a large portfolio of clients within the building construction & engineering field and we offer a wide range of products to suit your need including:

- Public & Products Liability
- Workers Compensation (all States and Territories)
- Tools of Trade
- Materials in Transit
- Marine Cargo and Transit Insurance
- Accident and Illness
- Contract Works (also called Construction Insurance)
Annual or one off covers available
- Plant and Equipment
- Earthmoving and Civil Equipment
- Motor Vehicle
Registered, unregistered and conditional registrations.

Liability Insurances

Liability Insurance provides compensation in the event of personal injury and property damage that arises in connection with business. In addition to compensation payable, the policy also provides defence costs even if the action against you is groundless, false or fraudulent.

- Public Liability
Bodily injury to third parties, and/or damage to third party property
- Product Liability
Injury to third parties, damage to third party property and advertising liability caused by products manufactured or sold by you.
- Professional Indemnity/Errors/Omissions
Claims made due to a breach or alleged breach of professional duty or error in the conduct of your business, which gives rise to a financial loss by a third party who acted on advice given by you, your employees or consultants.
- Directors and Officers Liability
Personal Liability of directors, arising from their duties as directors, as well as legal expenses incurred by the business in successfully defending any action brought against an individual director or other person.
- Employment Practices Liability
Costs and awards your business is legally liable to pay due to claims made by you employees in respect to employment issues
- Workers Compensation
Compulsory Insurance that covers your employees for injuries specified by Workers Compensation legislation
- Association Liability
Covers public liability for the association and the personal liability of its officers and or committee

Subject to endorsements, limitations, exclusions, definitions and conditions of the Policy Schedules and wording upon issue.

Staff Listing

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Rosemary Hall
Records and Administration



Contact Us

If you have any questions or enquiries
please feel free to contact us.

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Emergency After hours Claims Contact

Please contact Martin, Angela or Rob on
relevant Mobile numbers as listed above

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