

Financial Services Guide

AFSL Holder: Regional Insurance Brokers Pty. Limited

AFSL No: 244330

Version 13.0 Effective 25th March 2010

Regional Insurance Brokers Pty. Limited T/as Regional Insurance Brokers	"Kalhouse Gardens" 54 Gordon Street, Mackay 4740 PO Box 477, Mackay 4740 Phone Number: 07 4951 6200 Fax Number: 07 4951 1490 Email: admin@ribpl.com.au
ABN	16 774 173 856
ACN	010 723 967

Regional Insurance Brokers (CQ) Pty Ltd T/as Regional Insurance Brokers	69 High St North Rockhampton PO Box 5616 CQMC QLD 4701 Phone Number: 07 4926 0500 Fax Number: 07 4926 0511 Email: cq@ribpl.com.au
ABN	26 083 877 909

Regional Insurance Brokers (SQ) Pty Ltd T/as Regional Insurance Brokers	Chadstone House 416 Logan Rd Stones Corner PO Box 298 Stones Corner QLD 4120 Phone Number: 07 3847 0400 Fax Number: 07 3847 0411 Email: sq@ribpl.com.au
ABN	99 098 514 473

This Financial Services Guide contains information about our services and charges, your rights as a client and other things you need to know in relation to insurance matters including how any complaints you may have will be dealt with. We trust it will assist you in deciding whether to use our services.

INFORMATION FOR RETAIL CLIENTS

Under the Corporation Act 2001 Retail 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, home building, contents, personal & domestic, sickness/accident, travel 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.

If you ask us to act as your general 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. If there is any change to these terms, we will also provide you with a Confirmation of Services, together with this Guide, will record the basis of our relationship.

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

Statements of Advice - If personal advice has been given these will be summaries of our advice and the basis on which it was provided and the amount of remuneration we are paid from the insurer for placing your insurance.

General Advice Warning - 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 give you a General Advice Warning in such cases.

Product Disclosure Statements - 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.

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

ABOUT US

Regional Insurance Brokers Pty. Limited (of which Regional Insurance Brokers is a trading name) holds an Australian Financial Services Licence No 244330 under the Corporations Act 2001 to provide general insurance broking services.

Please note Regional Insurance Brokers (SQ) Pty Ltd ABN 99 098 514 473 and Regional Insurance Brokers (CQ) Pty Ltd ABN 26 083 977 909 are Related Companies of the Australian Financial Service Licence Holder, Regional Insurance Brokers PTY. Limited ABN 16 774 173 856.

Regional Insurance Brokers is a member of the Steadfast Group Limited and the National Insurance Brokers Association.

As a general insurance broker we are acting on the behalf of you, our client. Regional Insurance Brokers is committed to providing sound advice based upon your needs and our comprehensive market knowledge. We are authorised to provide Financial Product Advice and deal in a Financial Product on all matters involving General Insurance.

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

- Reviewing and advising on your general insurance needs
- Arranging and renewing general insurance contracts on your behalf
- Assisting with insurance claims

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.

You can provide us with instructions in person, by telephone or email or in writing.

FEES FOR OUR SERVICES

We are generally remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us.

The commission is a percentage of the insurer's base premium (i.e. premium excluding stamp duty, Fire services levy, GST or any other government charges, taxes, fees or levies when applicable). The rate ranges up to 35% excluding GST. Different insurers can agree to pay us different commission rates for the same type of products. The rates also vary for each product type. In some cases the rate may be higher because of the role we play in performing certain distribution functions the insurer would otherwise have to perform. The commission rate does not represent our profit margin as it also reimburses us for administrative and other expenses we incur in providing our services. The commission is included in the premium amount set out in your invoice and we receive it when you pay the premium or at a later time agreed with the insurer. By way of example, if you buy a policy and the base premium is \$400 and our commission is 10% excluding GST, we receive \$40 plus GST on this amount from the insurer.

We have a set of standard non refundable Broker Fees that we charge you for the costs of services such as; market research on products available, sourcing alternative quotations and coverage and risk analysis and portfolio co-ordination. All fees payable for our services will be advised to you at the time of providing the advice of service.

We reserve the right to retain all brokerage and fees in the event of any refund premium being allowed by the insurer for any policy transaction.

A surcharge of the total premium applies to all Credit Card transactions. The nominated surcharge will be displayed on the back of your invoice.

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.

Premium funding products enable you to pay your premiums by instalments. Please be aware that we receive commission which is inbuilt into your charges, and depending on volume, we may also receive an over-riding commission based upon the volume placed within that year. We do not advise or represent that their products and services are right for you and take no responsibility for the products and services they may provide to you. You need to make your own decision based on the information they provide.

If a person has referred you to us, we may pay them a percentage of commission received-this will not increase the amount you pay us. As the percentages differ (between 20% - 50%), it is a legal requirement that the referrer discloses the information to you at the time of the referral. Please notify us immediately if this does not occur.

Please note that regardless of advice or product, full commission information (including dollar amounts) will be provided on request.

OTHER REMUNERATION

Profit Share

We may receive additional remuneration from insurers with whom we have profit share or volume bonus arrangements. Regional Insurance Brokers is part of the Zurich Zenith Program & QBE IPS which may include a profit share component. The amount of profit share, if any, is variable and is determined by the amount of premium earned when compared with the claims experience in Regional Insurance Brokers' Portfolio with Zurich & QBE. The profit share calculated and received on an annual basis subject to certain parameters governing the amount of profit share if any. As part of the program, Regional Insurance Brokers is entitled to \$10,000 annually from Zurich that must be spent on training and development initiatives.

Over-rider Commissions and Other Associations

Regional Insurance Brokers is a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with; Accident & Health International Underwriting, AIG, Allianz, AMP, Ansva, Arena Underwriting, Associated Marine, Australian Professional Underwriting Agency, Callinden, CGU, CGU Premium Finance, CGU PI, Cemas, Chubb, Club Marine, Club Insure, Coverforce, Covermore, Dual Australia, HSB Australia, Indemnity Corp, IUA, IUS, Ryno Insurance Services, Liberty, Lumley General Insurance, MB, MECON, Miramar Underwriting, NTI, Parks Insurance Pty Ltd, Prestige Car Insurance Pty Ltd, QBE Insurance (Aust) Limited, Rentsure, SAS, Suncorp, Sports Underwriting, Trident Insurance Group, UAA, Vero, Wickett, Willis and Zurich under which Regional Insurance Brokers may receive, in addition to the standard commission paid by those partner underwriters as set out in this document, a proportion of a further .5% – 1.5% of the base premium (rebate). This arrangement applies to the following products: Home, all type of Motor, Pleasure craft, Transit, Commercial, Constructions, Liability, Cargo, all types of Accident & Illness, ISR, PI, Director & Officers, Marine, Farm, Caravan, Mobile Plant, Contract Works, Engineering, Landlords and Strata. These payments are used to operative Steadfast. Depending on the operating costs of Steadfast (including the costs of

member 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 the 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, subsidised by Steadfast or available exclusively to shareholders for a fee. Steadfast is also a shareholder in 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. Steadfast has a shareholding in Macquarie Premium Funding. If we arrange premium funding with Macquarie Premium Funding for you, under its agreement with Macquarie Premium Funding, Steadfast will receive 0.5% of your insurance premium (including government fees or charges). As an equity shareholder of Macquarie Premium Funding, Steadfast may also receive dividends from profits of Macquarie Premium Funding. The amount of the Steadfast dividend is based on the share of profit attributable to funding arranged by Steadfast shareholders. The payments (commission and dividends) that Steadfast receives from Macquarie Premium Funding are used to operate Steadfast. Depending on the operating costs of Steadfast and the amount of total business we place with Macquarie Premium Funding in any financial year, we may receive a portion of those amounts at the end of each financial year. For more information regarding Steadfast and to view their FSG please visit www.steadfast.com.au.

OTHER INFORMATION

How our Advisers and Authorised Representatives are Paid

Our advisers are paid by salary which is reviewed annually based on performance criteria. They may receive bonuses payable based on the overall performance of our business.

Authorised Representatives are paid a percentage of the commission and broker fees paid to Regional Insurance Brokers. They may also receive bonuses payable based on the overall performance of our business.

How we manage Conflicts of Interest

We take any potential conflicts of interest seriously and have a Conflict of Interest Policy which we and our representatives must comply with and you can access by contacting us. Compliance is audited on a regular basis. Conflicts of interest are circumstances where some or all of your interests as our client, are or may be inconsistent with, or diverge from, some or all of our interests. Our procedures and training are all designed to properly manage any conflict of interest and it is important to note that we have legal duties we owe you when we act as your professional adviser. We treat these very seriously. We have a number of procedures in place to manage potential conflicts of interest, including how we deal with the receipt of soft dollar benefits (i.e. non financial benefits e.g. lunches or gifts). If you have any questions make sure you ask us.

How we compensate Clients

Regional Insurance Brokers has a professional indemnity insurance policy (**PI policy**) 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.

Complaints & Disputes

If you are not fully satisfied with our services, please telephone our Complaints Manager, Mr Danny Brandon on (07) 3847 0400. We will acknowledge your complaint in writing and endeavour to resolve your problem within 20 days through our internal disputes resolution process. If you are still not satisfied, Regional Insurance Brokers subscribe to the Financial Ombudsman Service (FOS), a free customer service, which handles complaints against brokers. You can refer your complaint to the FOS who will conciliate with a view to seeking a solution that is acceptable to both parties. Further information about FOS is available from our office, or contact the FOS directly on 1300 780 808 or visit <http://www.fos.org.au>.

Privacy

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We only provide your information to the insurance companies with whom you choose to deal (and their representatives). We do not trade, rent or sell your information. You can check the information we hold about you at any time. For more information about our Privacy Policy, ask us for a copy or visit our website at <http://www.ribpl.com.au>

Cooling Off Period

A cooling off period may apply to an insurance policy issued to you as a retail client. During the period you may return the policy. Details of your cooling off rights will be included in the relevant Product Disclosure Document. You cannot return the contract of insurance if it has already expired or if you have made a claim under it.