



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

TERMS OF ENGAGEMENT AND 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 provision of a range of financial services provided to you (or through you to your family members), including the distribution of these Terms of Engagement and FSG. We are required to meet high standards for staff training, organisational competence, management expertise, financial control and compliance disciplines.

OUR SERVICES

As your insurance broker, we will provide the following services;

- Pre-placement services; Help you identify and assess your risks and develop a proposal to submit to a potential insurer/insurers, Providing advice on risk mitigation and management strategies;
- Insurance placement and premium financing; seek insurance quotes, negotiate policy coverage and policy renewal annually or as otherwise agreed in your service plan, seek to bind coverage where you have authorised us to do so (except in urgent circumstances where unless you instruct otherwise, we may choose to bind insurance on your behalf if we consider that is in your best interests), obtain and provide a quotation for premium funding.
- Post-placement services; prepare and manage claims if an insured event occurs, advocate on your behalf during the claims process, facilitate policy changes and/or cancellations as per your instructions

WHO DO WE ACT FOR

We usually act on your behalf and in your interests 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 PRODUCTS AND SERVICES

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. 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

RETAIL CLIENTS

Under the Corporations Act 2001 (The Act) 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 that are purchasing the following types of insurance covers:

Motor vehicle, home &/or contents, personal accident/sickness, travel and consumer credit and other classes as prescribed by regulations. Some of the information in these Terms of Engagement and 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 Client 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 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 insurance providers 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.

LACK OF INDEPENDENCE

We are not independent, impartial or unbiased because we receive commissions from the underwriters that we place your insurance with and we retain that commission to operate our business.

Tresidder Insurance Group Pty Ltd

AFS Licence No. 454484 | ABN 63 597 604 803

PO Box 1852 Geelong Vic 3220, 2/74 Gheringhap Street, Geelong, Vic 3220

T +61 3 9021 7700 | F +61 3 9021 7701

info@tresidders.com.au | www.tresidders.com.au



PERSONAL INFORMATION

The Privacy Act 1988 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. Our Privacy Policy Statement is available on our website.

COMPLAINTS

Clients not satisfied with our services should contact our Complaints Officer. We are members of the Australian Financial Complaints Authority (AFCA), a free consumer service. Further information is available from our office, or contact AFCA directly on 1800 931 678 or visit www.afca.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 covers us for work done for us by representatives/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.

REMUNERATION

When placing your insurance we usually receive a commission from the insurer. The amount varies between 0% and 22.5% 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, the commission amounts we receive from underwriters for all transactions will be disclosed on your invoices. In addition, when we give you Personal Advice, commission amounts will be provided in any SOA we are required to provide you.

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 service of insurers; Sourcing alternative quotations 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 retain the interest on premiums paid by you that are held in our trust account before paying the insurer.

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 will normally receive a commission of between 0% and 2% of the amount funded from the Premium Funder for arranging the funding. We will tell you the basis and amount of any such payment if you ask us.

STEADFAST MEMBERSHIP

We are a Steadfast Group Limited (Steadfast) Network Broker and have access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, claims support, group purchasing arrangements and broker support services. These services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee. Steadfast has arrangements with some insurers and premium funders (Partners) under which the Partners pay Steadfast a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners. You can obtain a copy of Steadfast's FSG at www.steadfast.com.au.

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 may impact our ability to act in your best interests will be disclosed to you and we will only continue to act with your consent.

THESE TERMS OF AGREEMENT AND FSG APPLIES FROM 26/04/2024

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