What is a Financial Services Guide (FSG)?
The purpose of this FSG is to provide you with key information about us and the services we can provide to you. It is designed to assist you in your decision on whether to use any of our services described here, including purchasing general insurance through us. This FSG contains important information about:

• how we are paid for the services;
• any associations or relationships that could influence the services we provide to you; and
• the dispute resolution procedures available to you and how you can access them.

What other documents will we give you?
If we give you personal advice about a retail (i.e. personal) general insurance product it will be confirmed in writing and will show details about fees and commissions we receive.

If we recommend or arrange for you to purchase a general insurance product, you will be provided with either a product disclosure statement (PDS) or a policy document, depending on the product. The PDS or policy document describes the benefits and conditions for cover under the product. You should read the documents to ensure you know what is covered and what is excluded and ensure it meets your needs and you are aware of your obligations.

• Risk Analysis: this is a process that enables us to assess and understand your needs and objectives in protecting your assets and/or liabilities.
• Statements of Advice (SOA) or Advice Documentation: these will be written summaries recording our advice and the basis on which it was provided (as well as disclosing details of our remuneration and any affiliations we have that may affect our advice);
• Product Disclosure Statements (PDS): these documents are prepared by the respective issuers of the products and will contain information about the products we recommend to you. They will help you in your decision about whether to acquire the product; and
• Confirmation notices: these will confirm the details of transactions we have arranged on your behalf.

SECTION A: Relationships and general information about our services
Resilium Insurance Broking holds the current Australian Financial Services Licence No: 460382 and is responsible for the financial services that we provide to you when we are providing general insurance broking services as authorised representative of Resilium Insurance Broking.

OUR RELATIONSHIP WITH RESILIUM INSURANCE BROKING PTY LTD
Resilium Insurance Broking Pty Ltd (ABN 92 169 975 973) is a wholly owned subsidiary of Resilium Pty Ltd and may receive operational support services and other resources from Resilium.

RESILIUM INSURANCE BROKING’S RELATIONSHIP WITH STEADFAST
Resilium Insurance Broking is a Steadfast Group Limited (“Steadfast”) Network Broker. As a Steadfast Network Broker, Resilium Insurance Broking 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.

RESILIUM INSURANCE BROKING PTY LTD HAS AUTHORISED US TO PROVIDE YOU WITH THIS FSG.
Who is responsible for the financial services we provide to you?
Resilium Insurance Broking is responsible for the financial services that will be provided to you or through you to your family members when we are providing you with general insurance broking services as authorised representative of Resilium Insurance Broking.

Growup Insurance Partners Pty Ltd is also an authorised representative of Resilium Insurance Broking.

If we refer you to Resilium, then we will be providing financial services on behalf of Resilium and not Resilium Insurance Broking. We will provide you with a separate financial services guide for the financial services we provide on behalf of Resilium at or before that time.

Resilium Insurance Broking is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements.

The insurance is subject to terms and exclusions. However, the insurance covers claims arising from the actions of former employees or representatives of Resilium Insurance Broking even where subsequent to these actions they have ceased to be employed by or act for Resilium Insurance Broking.

You do not have a direct right to claim under this insurance which is taken out to ensure sufficient resources will be available to meet claims against Resilium Insurance Broking.

What information do you need to give us to receive insurance advice?
In order to make an informed assessment of the risk and calculate the appropriate premium, your insurer needs information about the risk you are asking it to insure.

For this reason, before you enter into a contract of insurance, you have a duty under the Insurance Contracts Act 1984 to disclose to your insurer every matter that you know, or could reasonably be expected to know, is relevant to the insurer’s decision whether to accept the risk and, if so, on what terms. The duty also applies when you renew, extend, vary or reinstate a contract of insurance.

You do not have to disclose anything that:
• Reduces the risk to be undertaken by the insurer;
• is common knowledge;
• Your insurer knows, or in the ordinary course of its business, ought to know; or
• If the insurer has waived your obligation to disclose.

If you do not comply with your duty of disclosure, your insurer may be entitled to reduce its liability in respect of a claim or may cancel your contract of insurance. If the non-disclosure was fraudulent, the insurer may be able to avoid (or cancel) the contract of insurance from its beginning. This would have the effect that you were never insured.

One important matter to be disclosed is the history of losses suffered by the person seeking insurance or any closely associated person or entity. As you are responsible for checking that you have made complete disclosure, we suggest that you keep an up to date record of all such losses and claims. If you have any questions about whether information needs to be disclosed, please contact us.

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

We can assist you to do this for the purpose of ensuring that your contract of insurance is altered to reflect those changes.

Sums Insured – Average and Co-insurance
Some insurance contracts require you to bear a proportion of each loss or claim if the sum insured is inadequate to cover the amount of the loss. These provisions are called ‘average’ or ‘coinsurance’ clauses.

If you do not want to bear a proportion of any loss, when you arrange or renew your contract of insurance, you must ensure that the amount for which you insure is adequate to cover the full potential of any loss. If you insure on a new for old basis, the sum insured must be sufficient to cover the new replacement cost of the property.

Interests of other Parties
Some insurance contracts do not cover the interest in the insured property or risk of anyone other than the person named in the contract. Common examples are where property is jointly owned or subject to finance but the contract only names one owner or does not name the financier.

Please tell us about everyone who has an interest in the property insured so that we can ensure that they are noted on the contract of insurance.
We will invoice you for the premium, statutory charges (e.g., stamp duty, fire services levy), and any fees we charge for arranging your insurances. We collect personal information to ensure we can offer or provide you with products and services as outlined in this FSG. For further information about our privacy policy, please call us on 13 14 36 or email us at info@resilium.com.au or visit our website at www.resilium.com.au.

What if you cancel or alter a policy?

Each year, Resilium Insurance Broking may hold an annual conference for its authorised representatives. Resilium Insurance Broking may receive an additional incentive payment from some insurers based on the volume of/profitability of the business we place with them. These bonuses are normally paid if the total premiums paid by our clients exceed certain targets or their claims achieve a target loss ratio. These commissions may be a set dollar amount or payment for conference travel and accommodation etc. We may request new or increased agent requirements.

Other Benefits

If we do not give you personal advice and you are a retail client, you may request information about any fees, commission or other payments we, our associates or any other person referring you to us may receive and we will provide your request is made within a reasonable time after this FSG is provided.

Conclusion

The Australian Financial Complaints Authority (AFCA) is a member of this independent dispute resolution service.

If we give you advice as a result of someone referring you to us and if we pay them a fee on our commission in relation to that referral, our Advice Letter to you will set out that fee or commission. These payments are not additional amounts that you are required to pay for your insurance. If a person has referred you to us, we may pay them a part of any fees or commission received.

Our employees that will assist you with your insurance needs will be paid a market salary.

Resilium Insurance Broking Financial Services Guide template 2019-V1

Agreement dates

The Australian Financial Complaints Authority (AFCA)

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 974

Mail: GPO Box 3300, Melbourne VIC 3001

Time limits may apply to comply to AFCA and so you should act promptly or otherwise consult the AFCA websites to find out if or when the time limit relevant to your circumstances expires.

GENERAL

If you have any questions in relation to the above information or require any further information, please don’t hesitate to contact us or Resilium Insurance Broking.

SECTION B: Services authorised by Resilium Insurance Broking

What financial services are we authorised to provide on behalf of Resilium?

We are authorised under Resilium Insurance Broking’s Australian Financial Services License to provide personal general insurance broking advice about general insurance products. We are also authorised to arrange for the issue of general insurance products. When we provide you with services as authorised representative of Resilium Insurance Broking we will do this on your behalf as your broker unless we tell you otherwise.

What remuneration or other benefits will we or any of our associates receive in respect of the provision of the financial services?

Payment for the services we provide to you that are authorised by Resilium Insurance Broking are payable directly to Resilium Insurance Broking. For each insurance product, the insurer will charge a premium that includes any relevant tax, charges and levies. Resilium Insurance Broking will receive a payment based on a percentage of the premium (excluding relevant taxes, charges and levies) called commission, which is paid to Resilium Insurance Broking by the insurer. The commission Resilium Insurance Broking receives varies between 5% - 40%. We receive between 50% - 100% from Resilium Insurance Broking from the commission they receive from the insurer for each policy we arrange for you.

We may also charge you a broker fee in addition to commission when you enter into an insurance policy. The amount of the fee will depend on the complexity of the services we are providing. The amount of any broker fee charged will be shown on your premium.

You can choose to pay for the services we provide to you that are authorised by Resilium Insurance Broking by any of the payment methods set out in the invoice. You are required to pay Resilium Insurance Broking within the time set out on the invoice.

When you pay us your premiums for products arranged by us as authorised by Resilium Insurance Broking your premium will be banked into Resilium Insurance Broking’s trust account. Resilium Insurance Broking will retain any interest or return on investment earned on the premium.

Resilium Insurance Broking may invest the premium and earn a return. Resilium Insurance Broking will retain any interest or return on investment earned on the premium.

Commissions - Example:

<table>
<thead>
<tr>
<th>Description</th>
<th>Premium</th>
</tr>
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<tbody>
<tr>
<td>Base Premium</td>
<td>$100.00</td>
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<tr>
<td>Fire Services Levy</td>
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<tr>
<td>GST</td>
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<tr>
<td>Stamp Duty</td>
<td></td>
</tr>
<tr>
<td>Total Premium</td>
<td>$150.00</td>
</tr>
</tbody>
</table>

Commission paid to Adviser

$12.00 (assuming adviser commission rate of 8%) 

Over-rider commission to Resilium Insurance Broking

$10.00 (assuming insurer has received commission from Resilium Insurance Broking and that rate is 10% of the base premium)

We may also receive a threshold dividend, volume bonus and/or profit share from Resilium Insurance Broking.

Resilium Insurance Broking may retain any interest or return on investment earned on the premium.

Our employees that will assist you with your insurance needs will be paid a market salary.

If we give you advice as a result of someone referring you to us and if we pay them a fee on our commission in relation to that referral, our Advice Letter to you will set out that fee or commission. These payments are not additional amounts that you are required to pay for your insurance. If a person has referred you to us, we may pay them a part of any fees or commission received.

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