

GENERAL INSURANCE BROKING FINANCIAL SERVICES GUIDE

PURPOSE OF THIS FINANCIAL SERVICES GUIDE (FSG)

This guide is designed to assist you in deciding whether to use the services offered by us. It contains important information about:

- the services we can offer you
- how we and our associates are remunerated
- how we manage conflicts of interest
- our internal and external dispute resolution procedures and how you can access them

It is an important document. Please read it carefully and keep it in a safe place.

If you are a client and we give you personal advice, we will provide you with a Statement of Advice (where required by law) or a record of our advice. Any Statement of Advice or record of advice we provide will set out our advice, the basis of our advice and information on any remuneration, associations or other interests, which might reasonably have influenced us in giving our advice.

If you are a retail client, before we either arrange an insurance policy, provide personal advice and/or recommend a particular insurance policy, we will give you a Product Disclosure Statement where we are required to do so. It is prepared by the insurer and is designed to give you important information on the features, benefits and risks of the policy to assist you in making an informed decision about whether to buy the product or not. It may be more than one document.

The Financial Services covered by this Financial Services Guide (FSG) are provided by:

AB Phillips Pty Ltd (ABN: 91 007 075 934)
Australian Financial Services Licence No: 234457
445 Warrigal Rd, Moorabbin VIC 3189
PO Box 832, Moorabbin VIC 3189
Phone: 03 8586 9333
Fax: 03 8586 9394
Email: info@abphillips.com.au
Web: www.abphillips.com.au

Sydney: AUB Group Limited
Level 21/111 Pacific Highway, North Sydney NSW 2060

HOW DO WE PROVIDE OUR SERVICES?

AB Phillips Pty Ltd is an Australian Financial Services Licensee and is licensed under the Corporations Act to advise and deal in relation to all general insurance products.

We can act in a number of roles in providing our services. We provide our services through our advisers who are either employees or authorised representatives of AB Phillips Pty Ltd. We ensure that they have the essential skills, training and qualifications to achieve the best possible results for you as our client.

Our advisers will tell you which products they are able to advise on. If they identify a product or need on which they are not accredited to advise, they will refer you to another AB Phillips adviser with appropriate accreditation.

Our Authorised Representatives are listed below:

Austbrokers Australian Compensation Services Pty Ltd Corporate Authorised Rep No: 326609
Workers Compensation and Employers Indemnity Insurance: Stempel Pty Ltd (Casey Van Der Haar), Corporate Authorised Rep No: 423978

GENERAL INSURANCE BROKING FINANCIAL SERVICES GUIDE

GENERAL INSURANCE PRODUCTS

WHAT ARE OUR SERVICES?

We are authorised to advise and deal in all general insurance products. Our role is to provide advice to you, arrange insurances for you and assist you when you need to make a claim. The areas in which our General Insurance Division operates are as follows:

- All products for domestic clients (i.e. Home, Car, Boat)
- All business insurances for Retail, Commercial, Corporate and Industrial clients.
- Premium Funding
- Risk Management
- Workers Compensation and Employers Indemnity Insurance including Premium Reviews and Claims Management Services.

This FSG only provides information on our general insurance services. If you are interested in any of the other services we can provide, ask us for a copy of our Financial Planning Division FSG. In summary we can provide advice and deal in relation to:

- Life Insurance, Income Protection, Superannuation, Business Succession Planning,
- Financial Planning, Retirement Planning, Estate Planning and Wealth Creation

PROVIDING ADVICE TO YOU

There are two types of advice service we provide and it is important to understand the difference:

Personal Advice – this is advice provided by us to you on the suitability of general insurance policies to meet your particular needs. We will agree with you when this service is to be provided and what the scope of our personal advice will be. For example, in some cases we may only provide personal advice on which of a selected list of products is appropriate for you. Before we provide any personal advice we will need to undertake a needs analysis so we can provide you with appropriate advice.

General Advice – this is where we provide a general recommendation or opinion to you on a general insurance policy which is not based on our consideration of your personal needs. We tell you when this is the case because if general advice is given you need to consider if the general advice and any relevant product is right for your circumstances as we have not done this for you.

In some cases where we arrange more than one policy for you we may provide personal advice for one policy and general advice for another. We tell you when this is the case.

PREMIUM FUNDING

In some cases insurers require the full premium payment up front. Premium funding is one way of not having to pay your premium in one lump sum. You will, however, have to pay interest to the premium funder on the amount borrowed.

We and AUB Group Limited (ABN 60 000 000175), have a preferred supplier arrangement with Hunter Premium Funding Pty Ltd (HPF) for the arrangement of premium funding. In arranging premium funding with HPF or any other premium funder, we do not provide personal advice or represent that any of the funder's products and services are right for you or that they are the most appropriate. You need to make your own decision based on the information provided.

GENERAL INSURANCE BROKING FINANCIAL SERVICES GUIDE

HOW WILL YOU PAY FOR THIS SERVICE?

You can pay for the insurance premium and services provided by any method described on the invoice you will receive. You need to pay us within the time stipulated under “our terms of trade”. This appears on the reverse side of our invoice together with other important information that you should read.

HOW YOU CAN GIVE US INSTRUCTIONS?

You may provide your Adviser with specific instructions by letter, email, telephone, fax or other means (as agreed with your Adviser).

WHAT INFORMATION DO WE MAINTAIN ABOUT YOU AND HOW CAN YOU ACCESS IT?

We are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APP's). Where required, we will provide you with a Collection Notice which outlines how we collect, disclose and handle your personal information.

You can also refer to our Privacy Policy available on our website or by contacting us for more information about our privacy practices including how we collect, use or disclose information, how to access or seek correction to your information or how to complain in relation to a breach of the Australian Privacy Principles and how such a complaint will be handled.

HOW ARE WE REMUNERATED WHEN WE ACT FOR YOU IN ADVISING ON AND OR ARRANGING INSURANCE?

When we act on your behalf in advising on or arranging insurance we can be remunerated in a number of ways. They can vary according to the service you require and/or our arrangements with the relevant insurer or their representative.

We are remunerated by:

- commission from the insurer;
- fees we charge you;
- in limited cases only, remuneration from an insurer based on the profitability or volume of the business we place with them; or
- a combination of the above.

Details are provided below on each.

COMMISSION PAID BY THE INSURER TO US

Unless we tell you in writing that we will provide our service on a “Fee Only - no commission” basis, we are remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us (including renewal and some variations which increase the premium payable).

The commission is a percentage of the insurer’s base premium (i.e. premium excluding stamp duty, GST or any other government charges, taxes, fees or levies). Different insurers can agree to pay us different commission rates for the same type of products. The rates also vary for each product type.

The commission 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.

GENERAL INSURANCE BROKING FINANCIAL SERVICES GUIDE

If we act on your behalf and you cancel a policy and obtain a refund of premium, you agree that we can keep our commission. If we didn't do this we would not be properly paid for the services we provide to you.

OTHER REMUNERATION ARRANGEMENTS WE HAVE WITH INSURERS

AUB Group Limited (ABN 60 000 000 715) (AHL) and IBNA Limited (ABN 43 086 563 055) (IBNA) are joint owners of A & I Member Services (AIMS) a company that provides marketing, distribution and training services to members of the AUB and IBNA Groups. Some insurers pay a commission to AIMS on selected products arranged by AUB member insurance brokers which is an agreed percentage of the base premium (before government fees or charges). Different insurers may pay different commission rates to AIMS.

This money funds the provision of AIMS services to AUB Group and IBNA members. We, other AUB Group members and IBNA members benefit from this support and it helps ensure we can continue to provide you with our extensive range of services.

ZURICH

We have an agreement with Zurich Australian Insurance Limited (ABN 13 000 296 640) (Zurich) under which we may receive an annual profit share in relation to agreed products, including the product recommended. It is only payable if our annual gross written premium with Zurich increases from the prior year by a nominated dollar amount. The amount is calculated progressively by reference to the extent to which our net written premium exceeds that of the prior year. The most we can receive is up to 1.75% of the net written premium for the year. We may receive nothing if we don't meet the relevant requirements. As part of the agreement, we are also entitled to \$5,000 (including GST) annually from Zurich that must be spent on training and development activities.

QBE

We have an agreement with QBE Insurance (Australia) Limited (ABN 78 003 191 035) (QBE) under which we may receive an annual profit share in relation to agreed products. To receive it we must meet eligibility criteria and meet an agreed profit target. The target is based on an agreed formula (it takes into account matters such as premium received, claims and expenses incurred etc) and the amount we receive varies according to the level we exceed the target. The most we can receive is up to 5% of gross written premiums. We may receive nothing if we don't meet the relevant requirements.

ALLIANZ

We have an agreement with Allianz Australia Insurance Limited (ABN 15 000 122 850) (Allianz) for insurance placed by us with Allianz which we may receive an annual profit share each calendar year in relation to agreed products. If the agreed profit threshold is exceeded (determined according to a formula that takes into account matters such as premium received, claims and expenses incurred etc) we receive an agreed percentage of the excess, capped to 5% of gross written premiums calculated within the term of the agreement.

CGU

We are participants in the Growth Incentive Agreement which includes a profit share component. The amount of the profit share is variable and is determined by the amount of premium earned on approved products with CGU Insurance Limited (ABN 27 004 478 371). The profit share is calculated and received on an annual basis and capped at 2% of the gross written premium. It is possible that the underwriting profit of policies arranged by us will not reach the required amount in which case we would receive no profit share.

GENERAL INSURANCE BROKING FINANCIAL SERVICES GUIDE

WHERE YOU ARE REFERRED FROM A THIRD PARTY

Where a third party has referred you to us, we may pay them an agreed percentage of our remuneration or an agreed amount for the referral as a commission or fee. This amount will be paid after we have arranged insurance for you. A commission or an agreed fee may also be paid on renewal and in some cases on variation.

WHERE WE REFER YOU TO A THIRD PARTY

You may be referred to an external service provider to assist you in specialist areas. In doing so we will be remunerated by them by way of a commission or fee, unless we tell you we are not. A commission or an agreed fee may also be paid on renewal and in some cases on variation.

In making any referral 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.

HOW OUR STAFF AND AUTHORISED REPRESENTATIVES ARE REMUNERATED

Our staff receive an annual salary that may include bonuses based on performance criteria and achievement of company goals. They may also receive certain soft dollar benefits (such as gifts, entertainment, promotional items etc).

Our Authorised Representatives receive a percentage of Fees & Commissions or profits earned by AB Phillips. This may include bonuses based on performance criteria & achievement of company goals. They may also receive certain soft dollar benefits (such as gifts, entertainment, promotional items etc).

RECEIPT OF SOFT DOLLAR BENEFITS POLICY

From time to time we and our representatives may also receive what are commonly referred to as "soft dollar benefits" from product issuers and other financial service providers we deal with.

These can include entertainment (e.g. lunches, sporting events, movies etc), conferences (e.g. attendance at a product issuer conference or sponsorship of our AUB Group Annual conference by a product issuer), accommodation and travel, business tools (e.g. software), gifts (e.g. product issuer or service provider branded promotional items and other occasional small gifts such as bottles of wine or hampers on special occasions etc).

These benefits are provided by a wide range of product issuers and service providers. In most cases they relate to our development of an understanding of the product issuer and/or service provider and their product ranges and practices etc. Ultimately, this assists us in better servicing and representing you.

Our policy is that any of the above received by us or our representatives that exceed \$300 per item or transaction in estimated value are potentially material.

This means they must be disclosed to our Conflicts Manager our Soft Dollar Register. The Manager determines if appropriate procedures are in place to manage or avoid any potential conflict of interest which might arise. They only approve benefits where this is the case and retain a record of this which you can access on request.

The above restriction does not apply to conferences or functions, the principal purpose of which is professional development and where the right to attend is not based on sales volumes.

PREMIUM FUNDING

If we refer you to a premium funder and you enter into premium funding arrangements with them, we may receive commission from the premium funder which is a percentage of the amount funded excluding GST. The amount of commission varies depending on our arrangement with the premium funder we refer you to. In some cases we have

GENERAL INSURANCE BROKING FINANCIAL SERVICES GUIDE

a profit share arrangement with the premium funder where we receive a percentage of any profit the premium funder makes on the funds loaned by persons we refer to them. We may receive soft dollar benefits from them too.

If you use Hunter Premium Funding Ltd (Hunter), we receive:

(a) a payment based on the interest earned on the premium funding by Hunter each month; (b) a commission which is a percentage of the amount of funding provided to you; (c) a payment based on a percentage of all outstanding loans less any cancelled or terminated loans; and (d) a payment based on a percentage on certain general insurance business placed by AUB Network with certain division of Allianz Insurance Limited.

AUB Group Limited receives certain upfront payments from Hunter for entering into (or renewing) a preferred premium funding distribution arrangement with Hunter. We are owned partly by AUB Group Limited and benefit from any profit made by this entity due to this arrangement.

If you need more information or explanation of the above, please ask us.

FURTHER INFORMATION ABOUT REMUNERATION RECEIVED BY US OR OTHERS

Where we don't provide you with personal advice as a retail client you can ask us to give you more particulars of our remuneration (including commission) or other benefits within a reasonable time after receiving this FSG and before we provide you with the financial services to which this FSG relates, unless we agree otherwise.

If we provide you with personal advice as a retail client, then at the time the advice is provided to you, or as soon as practicable afterwards, we will tell you either:

- the amount of any remuneration (including commission) or other benefits we, they or other persons receive that might reasonably be expected to be, or have been capable of, influencing us or them in providing the advice; or
- if the amount is not known, the manner of calculation.

DO WE HAVE ANY RELATIONSHIPS OR ASSOCIATIONS WITH ISSUERS OR RELATED BODIES CORPORATE THAT MIGHT INFLUENCE OUR SERVICE OR ADVICE?

As AB Phillips is a member of the AUB Group of Insurance Brokers, in some cases we may refer you to or advise you to use the services of one of our related body corporates. They may act as agent of the insurer and you will be told when this is the case. As a member of the same corporate group we may indirectly benefit from any such referral or advice if it improves the group performance.

Please refer to our remuneration section for the normal benefits we can receive under such arrangements.

HOW DO WE HANDLE MONEY?

We handle all money received from you or the insurer in relation to insurance in accordance with the requirements set out by the Corporations Act 2001 (Cth). We keep any interest earned on any amounts held by us on your behalf or on behalf of the insurer. The length of time we hold any money can vary according to the type of insurance and the different arrangements we have in place with insurers.

HOW DO 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.

GENERAL INSURANCE BROKING FINANCIAL SERVICES GUIDE

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.

A key conflict faced when we act on your behalf is where we receive benefits from someone other than you – this can potentially influence us to act in their or our interests rather than yours. Where we arrange a policy an insurer can pay us commission (see above for details). It is the major form of insurance broker remuneration and can create a potential conflict of interest because it may be in our interest to recommend the product issuer or service provider that pays us the most because it increases our remuneration. This may not be in your interest in certain circumstances.

Another key conflict is where we may be seen to favour the interest of one client or group of clients over another because it is in our interests to do so. Due to the extensive number of our clients and their varied requirements, we have a variety of procedures in place to manage these potential conflicts of interest. For example, we tell you about our remuneration arrangements in this Guide and you can ask for more detailed information if you need it before you proceed. If we provide you with personal advice we have a legal duty as a professional, to put your interests ahead of our own and can only provide you with advice that is appropriate for you. This obligation also extends whereby we represent the interests of one or more clients involved in a transaction.

We and our representatives are trained in this important duty and compliance with it is monitored regularly.

Should you have any questions, please ensure you ask us.

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 are included in the relevant Product Disclosure Statement document.

In some cases an insurer can deduct certain amounts from any refund.

Ask us if you do not understand the right.

OTHER TERMS OF OUR SERVICE

IMPORTANT INFORMATION ABOUT YOUR INSURANCE

You must read the Important Information about your insurance document we give you (tell us if you have not received it) and ask us if you have any questions or do not understand anything we have set out in that document. It will help you understand some important matters about your insurance.

MISSTATEMENT OF PREMIUM

We try to tell you the correct amounts of premium and statutory and other charges that apply to your insurance. In the event that we misstate that amount (either because we have made an unintentional error or because a third party has misstated the amount), we reserve the right to correct the amount. Where permitted by law, you shall not hold us responsible for any loss that you may suffer as a result of any such misstatement.

AMENDMENT/CANCELLATION OF POLICY

In the event of an amendment or cancellation of an insurance policy prior to expiry, we usually charge an additional broker fee and where you cancel a policy and obtain a refund of premium we may also retain the commission we had earned. The original broker fee upon cancellation will also be retained by us. If we didn't do this we would not be properly paid for the services we provide to you.

GENERAL INSURANCE BROKING FINANCIAL SERVICES GUIDE

PROFESSIONAL INDEMNITY INSURANCE ARRANGEMENTS

We and our representatives are covered under professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act.

The insurance (subject to its terms and conditions) will continue to cover claims in relation to our representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

NIBA CODE OF CONDUCT & CODE OF PRACTICE

AB Phillips Pty Ltd is a proud member of the National Insurance Brokers Association (NIBA) and are bound by their Code of Conduct.

We also subscribe to the Insurance Brokers Code of Practice (the Code). The Code sets out standards for Brokers to follow when dealing with clients including requirements to inform clients of remuneration arrangements and any conflict of interest.

A copy of The Code is available from our web site www.abphillips.com.au

Or by contacting our office or direct from NIBA at www.niba.com.au

OUR COMPLAINTS & DISPUTES HANDLING ARRANGEMENTS

If you have any complaints about the service provided to you, you should take the following steps.

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 24 hours, please contact our Professional Standards Manager (David Keys) on telephone number (03 8586 9333) or put your complaint in writing and send it to the Professional Standards Manager at: AB Phillips Pty Ltd, P O Box 832 Moorabbin VIC 3189.
3. **Please mark the envelope "Notice of Complaint". We will endeavor to resolve your complaint quickly and fairly.**

If the complaint cannot be resolved to your satisfaction, within 45 days, you have the right to refer the matter to the Financial Ombudsman Services (FOS). We will provide you with further details about FOS upon lodging your dispute with us, or at any time upon your request.

If you have any questions about this FSG, please contact us on telephone number (03) 8586 9333.

Keep this document for your reference and any future dealings with us.

This FSG was finalised on 10 June 2014

GI Version 11