

FINANCIAL SERVICES GUIDE
AIB Insurance Brokers
a guide to our relationship
with you and others

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

AIB Insurance Brokers Maroochydore.

AIB Pty. Ltd. General Insurance Brokers ABN 87 009 635 527 • AFS Licence 246282



Insurance Brokers

This guide contains important information about:

- the services we offer you
- how we and our associates are paid
- any potential conflict of interest we may have
- our internal and external dispute resolution procedures and how you can access them.

Responsibility for services provided.

AIB holds an Australian Financial Services Licence and we 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. AIB is required to meet high standards for staff training, organisational competence, management expertise, financial control and compliance disciplines.

Who do we act for?

As an insurance broker we normally act for you. We may enter into an agreement with an insurer to arrange insurance policies on their behalf and not on your behalf. If we are given a binding authority from the insurer, this means we can arrange specialised insurance policies we consider appropriate to your general requirements. We will inform you when we also act for the insurer and not only for you. Other than the agency relationships mentioned we are not influenced by any product issuers as to the selection of insurance covers offered to you.

LACK OF INDEPENDENCE

We receive commissions from the underwriters that we place your insurance with, and we retain that commission to operate our business.

Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you

We, are not independent, impartial, or unbiased pursuant to section 923A of the Corporations Act because:

We may receive [remuneration], [commission], [gifts or other benefits] when we provide personal advice to you in relation to insurance products and other financial products;

We may be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; and/or

We may have associations or relationships with issuers of insurance products and other financial products.

Further information about these benefits and relationships is set out in this Financial Services Guide.

If you have any questions about this information, please ask us.

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

You need to give us instructions in writing by letter, email or by fax. You may also call in person or contact us by telephone.

Conflict of Interest

AIB Insurance Brokers take our legal duty seriously to ensure that we act in the client's interest ahead of our own. We attempt to identify any conflict of interest, with suitable management procedures in place, and will advise you where this may occur.

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 Services 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.

Personal Information

AIB adheres to The Federal Privacy Act 2000 (as amended) which will ensure the privacy and security of your personal information. AIB's Privacy Policy can be accessed on www.aibinsurance.com.au or you can request a copy from us.

Our Products

We can advise on, 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.

AIB Insurance Brokers is a Steadfast Group Limited (Steadfast) Network Broker, which provides professional assistance to members and negotiates with Insurers for 'branded' policies which have been upgraded for this broker network.

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 and that are purchasing the following types of insurance covers: Motor vehicle, home building, contents, personal and domestic property, 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. 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, its basis 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. 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.

Remuneration

Unless we tell you otherwise, we are usually remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us (including renewal and some variations). The commission is a percentage of the insurer's base premium (ie premium excluding stamp duty, fire services levy, GST or any other government charges, taxes, fees or levies). The rate ranges between 0 and 26.5%. 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. It also covers the cost of performing the distribution functions of the insurer such as data entry, marketing, annual renewal marketing and underwriting. In some cases we may receive a volume bonus or a profit share from the insurer. We also retain any interest derived from premium payments held in our Trust Account. We may also derive income through the introduction of a premium funding entity or through marketing offset support. If there is a refund of premium as a result of the cancellation or adjustment of the policy, we reserve the right to retain our remuneration earned prior to the cancellation or adjustment and any premium credit up to \$50. Please contact us if you require further explanation.

Steadfast Group Distribution

AIB Insurance Brokers is a Steadfast Group Limited (Steadfast) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (Partners) under which Steadfast will receive between 0.5 – 2.0% commission for each product arranged by AIB Insurance Brokers with those Partners. Steadfast is also a shareholder of some Partners. AIB Insurance Brokers may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).

As a Steadfast Network Broker, AIB Insurance Brokers 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.

Fees Paid by You

We may charge you:

- an administration fee in addition to commission when you enter into an insurance policy, and/ or
- a flat fee for arranging an insurance policy or a fee based upon the time we spend advising you, and / or
- an annual management fee.

You will be informed of the nature and amount of any fee involved at the time of providing the service or advice for you.

Other remuneration information

Our staff receive an annual salary only. There are no bonuses based on performance criteria or specifically in relation to the sale of a product to you.

Compensation Arrangements

AIB Pty Ltd has in place professional indemnity insurance (subject to terms and conditions) relating to errors and omissions arising from advice provided by our representatives, past and present. If you require further information regarding our professional indemnity insurance, please contact the Compliance Officer.

What should I do if I have a complaint?

If you have a complaint about the service provided to you, you should take the following steps.

1. Contact us and tell us about your complaint. We will acknowledge your complaint within 24 hours.

You can contact our Compliance Officer on 07 5409 4600 or put your complaint in writing and send it to us at:

Compliance Officer AIB Insurance Brokers
78 Primary School Court Maroochydore Qld 4558

Please mark the envelope "Notice of Complaint". We will try and resolve your complaint quickly and fairly

2. If further information is required, we will work with you obtain this as soon as possible but within 10 days of receipt of your Complaint. Once information is received we will then determine if your Complaint can be resolved, as soon as possible but within 14 days of receipt of your Complaint.
3. If the matter is complex or delayed by outside issues outside our control that means we cannot determine an outcome within 21 days we will contact you. We will keep you informed of progress every 10 days.
4. If your complaint is not satisfactorily resolved we will refer your Complaint to the Disputes Resolution Manager.
5. If the complaint cannot be resolved to your satisfaction within the required time frames, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA) They can be contacted on 1800 931 678 or you can write to them at:
GPO Box 3, Melbourne Vic 3001 just

If you have any further questions about the financial services please contact us.
Retain this document for your reference and any future dealings with AIB Insurance Brokers.