

Financial Services Guide

The financial services referred to in this financial services guide (FSG) are offered by:

Fitton Insurance Brokers Australia Pty Ltd
13 Bowen Street, Toowoomba Qld 4350
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AFS License No: 264671

This FSG sets out the services that we can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about:

- the services we offer you.
- how we and others are paid.
- any potential conflict of interest we may have.
- our internal and external dispute resolution procedures and how you can access them.
- arrangements we have in place to compensate clients for losses.

Further information when personal advice is given

We will provide you with further information whenever we provide you with advice which takes into account your objectives, financial situation and needs. This information may include the advice that we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a statement of advice (SOA).

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.

Product disclosure statement

If we offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a product disclosure statement (PDS), unless you already have an up to date PDS from the insurer. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

From when does this FSG apply?	This FSG applies from 01 st September 2016 and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.
How can you instruct us?	You can contact us to give us instructions by post, phone, fax or email as mentioned on the front page of this FSG.
Who is responsible for the financial services provided?	Fitton Insurance Brokers Australia Pty Ltd is responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG. Fitton Insurance Brokers Australia Pty Ltd holds a current Australian Financial Services Licensee no: 264671. The contact details for Fitton Insurance Brokers Australia Pty Ltd are on the front page of this FSG.
What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?	Fitton Insurance Brokers Australia Pty Ltd is authorised to advise and deal in general insurance products to wholesale and retail clients. We will do this for you as your broker unless we tell you otherwise. Sometimes we will act under a binder or agency from the insurer. When we act, in relation to bloodstock and livestock insurance, we will be acting as the agent of the insurer. This means that we represent and act for the insurer, not you. We will tell you when we act under a binder or agency to arrange your insurance or advise you about your insurance needs.
Will I receive tailored advice?	Maybe not in all cases. However, we may need information about your personal objectives, details of your current financial situation and any relevant information, so that we can arrange insurance policies for you, issue insurance policies to you or to give you advice about your insurance needs. We will ask you for the details that we need to know. In some cases we will not ask for any of this information. If we do not ask, or if you do not give us all of the information we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation. You should read the warnings contained in any SOA, or any other warnings that we give you, carefully before making any decision about an insurance policy. Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances.

<p>Which Insurers do we deal with?</p>	<p>As a broker we deal, with a wide selection of insurers and act on your behalf. This list is quite extensive so, please contact our office for a full list of the insurer's we do business with.</p>
<p>How will I pay for the services provided?</p>	<p>For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in some cases we will also charge you a fee. These will be shown on the invoice that we send you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.</p> <p>If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, we will retain any fee we have charged you. We may also retain commission depending on our arrangements with the insurer.</p> <p>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.</p>
<p>Do we have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?</p>	<p>Fitton Insurance Brokers Australia Pty Ltd is a shareholder of 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 - 1.5% commission for each policy arranged by us with those Partners. Steadfast is also a shareholder of some Partners. We may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).</p> <p>As a Steadfast Network Broker 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 Steadfast Network Brokers for a fee.</p> <p>You can obtain a copy of Steadfast's FSG at www.steadfast.com.au</p> <p>If we arrange premium funding for you we may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.</p> <p>Our commission rates for premium funding are in the range of 1% to 2.5%. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to the other arrangements that were available to you. The amount of our commission and any fee that we charge will be set out in the premium funding contract.</p> <p>Fitton Insurance Brokers Australia Pty Ltd is also a member of the Council of Queensland Insurance Brokers Inc (CQIB) and may receive indirect benefits from arranging cover for CQIB branded products. CQIB negotiates with certain insurers to issue enhanced products with broader cover for the clients of CQIB members. CQIB may receive royalties and/or sponsorship from the insurers depending on the continued support from members. CQIB also receives sponsorship from Insurers and other service providers for its annual convention and monthly member meetings. These royalties and sponsorships also provide members education programs which offer opportunities for members to enhance their skills and knowledge.</p>
<p>What information do you maintain in my file and can I examine my file?</p>	<p>We maintain a record of your personal profile, including details of insurance policies that we arrange or issue for you. We also maintain records of any recommendations or advice given to you. We will retain this FSG and any other FSG given to you as well as any SOA or PDS that we give or pass on to you for the period required by law.</p> <p>We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. A copy is also available on our website. If you wish to look at your file please ask us. We will make arrangements for you to do so.</p>

How are any commissions, fees or other benefits calculated for providing the financial services?

Our commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 10% and 27%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any fees that we charge you will be shown as the broker's fee on your memorandum of insurance. This figure does not include the GST component.

We do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts).

Our employees that will assist you with your insurance needs will be paid a market salary which may include, for the policies we arrange for you, a small percentage of our commission or fees.

If we give you personal advice, we will inform you of any fees, commission or other payments we, our associates or anyone referring you to us (or us to any insurer) will receive in relation to the policies that are the subject of the advice.

See above for information on the Steadfast association and commission.

What should I do if I have a complaint?

Contact us and tell us about your complaint. We will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 15 days, please contact Jo-Anna Noonan on 07 4638 4233 or put your complaint in writing and send it to her at the address noted on the front page of this FSG. We will try and resolve your complaint quickly and fairly.

Fitton Insurance Brokers Australia Pty Ltd is a member of the Financial Ombudsman Service (FOS). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to FOS. FOS can be contacted at

Website:	www.fos.org.au
Consumers:	1800 367 287
Postal address:	Financial Ombudsman Service Limited GPO Box 3 Melbourne VIC 3001
Street Address:	Financial Ombudsman Service Limited Level 12, 717 Bourke Street Docklands VIC 3008
Telephone:	03 9613 7366
Fax:	03 9613 6399
Email:	info@fos.org.au

Fitton Insurance Brokers Australia Pty Ltd arranges insurance policies under binders issued by certain underwriters at Lloyd's. If you have a complaint about a policy that we arranged under a binder that can't be resolved to your satisfaction by us you have the right to refer the matter to Lloyd's Australia at no cost to you. Lloyd's Australia can be contacted on 02 9223 1433.

What arrangements do we have in place to Compensate clients for Losses?

Fitton Insurance Brokers Australia Pty Ltd has a professional indemnity policy (**PI policy**) in place. The PI policy covers us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees in the provision of Financial Services. Our policy will cover us for claims relating to the conduct of employees who no longer work for us.

Any questions?

If you have any further questions about the financial services Fitton Insurance Brokers Australia Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with Fitton Insurance Brokers Australia Pty Ltd.
