

Financial Services Guide

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the services of Donnelly Insurance Brokers Pty Ltd and contains important information about:

- Any potential conflicts of interest we may have
- What to do in the event of a complaint

RESPONSIBILITY FOR SERVICES PROVIDED

We hold a current Australian Financial Services Licence number: 241176 and are authorised to provide advice 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, including the distribution of this FSG.

In order to be granted and then retain our Licence we are required to meeting stringent guidelines in areas such as: staff training, organisational competence, management expertise, financial control and compliance disciplines. We have an ongoing requirement to maintain and enhance our professionalism to ensure that you receive fair and honest Financial Services from us.

We hold a Professional Indemnity policy which protects our clients' interests arising out of our negligence and covers all representatives/employees as required by legislation.

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 SERVICES

We offer a range of services to assist you to protect your assets and guard against unexpected liabilities including: coverage advice; claims assistance; product recommendations; seeking competitive premium quotations; provide policy cover comparisons.

HOW TO CONTACT US

You are able to contact us by phone, in writing, by fax, email or in person at the contact references on our website:
www.Donnellys.com.au

OUR PRODUCTS

We can advise and arrange a broad range of insurances on your behalf including: Home Building and Contents, Private and Commercial Motor, Farm, Business, Technology, Commercial, Trade and Professional coverage packages.

RETAIL CLIENTS

Under the Corporation 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, 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.

We only provide General Advice to our Retail Clients. General Advice does not take into account your particular needs and requirements so 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.

In giving you advice about the costs and terms of recommended policies we have not compared those policies to all other policies available only from those insurers on our approved products list. 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.

WHAT WE EXPECT FROM YOU

To enable us to provide the right advice we need you to provide us with complete information about the risk(s) that you want to insure. You should also tell us about any relevant changes as they occur so that we can review your insurance coverage accordingly. We also ask you to pay our invoices on time to ensure coverage continuity and complete all proposal forms honestly, accurately and return them to us by the required date.

PERSONAL INFORMATION

We are committed to protecting your privacy and confidentiality in accordance with the Privacy Act 1988 including the Privacy Amendment Act 2012 Australian Privacy Principles which set out standards for the collection and management of personal information. It is one our prime concerns that any personal or sensitive information you provide to us is not used for any other purpose than that intended and expected by you. Our Privacy Policy is available on our website under the Important Notices tab.

CLAIMS

We will try and take the inconvenience out of the claims process by assisting and advising you how to obtain a prompt and fair settlement. We will promptly forward to you all claims documentation, settlement cheques and other information.

COOLING OFF PROVISIONS

All retail products are subject to a stated 'cooling off period'. This means that if you are not happy with the product, you may withdraw from the contract within the cooling off period - at no cost to you.

OUR SOURCES OF INCOME

When placing your insurance we usually receive a commission from the insurer concerned. The amount varies between policies and is calculated as percentage of the base premium you pay and ranges from 0-25% depending upon the particular product. Our commission payment does not add to the cost of your insurance as it is built into the standard premium structure as an administrative component which we perform on behalf of insurers. Full commission information (including dollar amounts) will be provided on request.

We have a set of standard Broker Fees that we may charge you for the cost of services such as:

- * Market research on products available
- * Assessing the claims paying ability of insurers
- * Sourcing alternative quotations and coverage
- * Claims assistance and dispute resolution

All such fees payable for our services will be advised to you at the time of providing the advice or service.

We may receive additional remuneration from insurers with whom we might have profit share or volume bonus arrangements. This remuneration is payable if we meet certain agreed sales and/or profitability targets set by the insurer. If we have profit share arrangements with an insurer that apply to a product we recommend to you, we will advise you of this at the time of making any such recommendation.

We retain the interest on premiums paid by you that are held in our trust account before paying the insurer as allowed by legislation.

We are a shareholder and member of the IBNA buying group on behalf of our clients. IBNA has exclusive arrangements with some insurers where they receive a commission of 0.5 - 1.5% on the premium placed by members with those insurers as a marketing payment.

Depending upon the amount of total business we place with these participating insurers, we may receive a proportion of that commission as an IBNA membership license fee rebate.

As an IBNA member, we can access services including specially negotiated policy wordings, operating and compliance tools, advice and assistance from professional bodies, group insurance arrangements, product comparison and placement support, claims support and purchasing arrangements. These member services are either funded or subsidised by IBNA or available exclusively to members for a fee.

If you pay by credit card through the DEFT Payments Systems our bank will charge you a fee for this service. There are other payment options available that do not attract an additional fee such as Bpay.

Premium funding products enable you to pay your premiums by instalments instead of one lump sum to assist your budget. Premium Funders charge interest for their service of paying your premium in advance on your behalf. We can arrange premium funding if you require it. We receive a commission of 2% of the total premium from Premium Funders plus possible marketing incentives. You may arrange your own premium funding should you choose to do so.

If you cancel a premium funded policy before its expiry date we may retain our commission received in arranging the premium finance.

HOW OUR REPRESENTATIVES ARE PAID

Our staff representatives may receive a benefit directly from the sale of a product to you. They may also receive a bonus based on their and 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.

COMPLAINTS

Clients who are not fully satisfied with our services should contact our Complaints Officer. We are also members of the Financial Ombudsman Service, a free consumer service. We also adopt the General Insurance Brokers Code of Practice which is available on our website. Further information is available from FOS directly on: **1300 780 808 or visit www.fos.org.au**

CONFLICTS OF INTEREST

As a business we have relationships with and receive income from various third parties as detailed in this FSG. We will give you further information regarding relationships and remuneration that may impact any General Advice provided by us or our representatives upon request.

CONTACT AGREEMENT

To ensure that we provide you with appropriate products and services, you agree to us phoning you at our discretion for this purpose. If you do not wish to receive this type information please advise us by email and we will place your name on our Do Not Call Register.

ELECTRONIC DELIVERY of DOCUMENTS

If you have provided us your email address we may choose to send all correspondence, PDS and policy documents and invoices for payment to you by that electronic method instead of mail. Should you not wish to be sent these documents electronically please advise us by email and we will note our records accordingly.

This FSG applies from 12/3/2014