



CAMBRIDGE INSURANCE BROKERS PTY LTD

AFSL No: 232602 ABN: 33 091 640 452

Suite 6/1924 Beach Road, MALAGA WA 6090
PO Box 2650, MALAGA WA 6944

Ph: (08) 9248 7944 Fax: (08) 9248 1344

Email: general@cambridgeins.com.au

FINANCIAL SERVICES GUIDE

Before seeking our advice, you probably have a number of questions you would like to ask about Cambridge Insurance Brokers Pty Ltd (**Cambridge Insurance Brokers**). You have the right to ask us about the services we offer, including our charges, the type of advice we will give you, what you can do if you have a complaint about our services and any potential conflicts of interest that we may have. Key information is set out in answer to these questions below. If you need more information or clarification, please ask us. This Financial Services Guide (**FSG**) is issued with the authority of Cambridge Insurance Brokers.

You should also be aware that retail clients are entitled to receive a statement outlining information about the advice provided, remuneration and/or other benefits we may receive and any interests or associations we may have that may influence us in providing any advice which takes into account your personal objectives, financial situation and needs. This information will be included within our Standard Letter attached to your Tax Invoices or within a Statement of Advice when required.

In the event we make a recommendation to acquire a particular financial product or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

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. When considering the renewal of your insurance policy, we will only seek additional quotes where deemed appropriate, given the policy performance, market conditions and other factors.

BEFORE YOU GET OUR ADVICE

Who will be responsible for the advice given to me?

Your adviser is a representative and employee of Cambridge Insurance Brokers (the **Licensee**) and accordingly the Licensee 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.

Cambridge Insurance Brokers holds a current Australian Financial Services Licensee Number 232602 and are authorised to advise and deal in general insurance products to wholesale and retail clients.

Cambridge Insurance Brokers is a subscriber to the Insurance Brokers Code of Practice (**the Code**). The Code has been developed by the National Insurance Brokers Association (**NIBA**) as part of a national self-regulatory scheme and is intended to promote good relations between insurance brokers, policyholders and others in the insurance industry, as well as efficiency in transactions by laying out standards of good practice and levels of service that are expected of brokers. A copy of this Code is available upon request or from our website www.cambridgeins.com.au.

Cambridge Insurance Brokers are also a Member of the Steadfast Group Limited (**Steadfast**) and must comply with Steadfast's Code of Ethics and Rules of Professional Conduct.

What advisory services are available to me?

Cambridge Insurance Brokers offers you advisory and broking services in General Insurance Products only. In particular we offer these services for the following products:

Retail Products

Motor Vehicle Insurance Products	Home Building Insurance Products
Home Contents Insurance Products	Sickness & Accident Products
Consumer Credit Insurance Products	Travel Insurance Products
Personal & Domestic Property Insurance Products	

Wholesale Products

Business Packs	Trade Packs
Construction Insurance	Workers Compensation

How you can instruct us?

You can contact us to give us instructions by phone, post, fax or email on the details listed in this FSG. When requesting to cancel a policy, in all cases we require your instructions in writing (via post, fax or email).

How will I pay for the service?

You are entitled to know how and what we will charge for our services. At the time of issuing this FSG we are unable to provide you with the exact amount of remuneration and/or benefits we may receive in relation to your policy/ies, **however for retail clients**, we will, either when the advice is given, or as soon as practicable after, disclose the exact dollar amount of any remunerations and/or benefits we will receive. This will be included in our Standard Letter attached to your Tax Invoice.

Cambridge Insurance Brokers will be remunerated in one of the following ways or a combination of them:

- Broker Fee – this is a 'fee for service' paid by you; and / or
- Commissions - paid as a consequence of insurance products recommended. Such commissions are based on the premium you pay in respect of the Financial Product acquired and are paid by the product provider; and / or
- Underwriter Levy – this fee is based on the premium you pay in respect of the Financial Product acquired, paid by you (where applicable).

How are fees, levies and commissions calculated and deducted?

The initial and renewal commission is calculated as a percentage of the annual cost of the insurance policy and will be based on the following formula:

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

In this formula:

X = the commission

Y% = the percentage commission paid to us by the insurer

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

The amount of commission payable ranges between 0% to 30% of the base premium depending on the product type and the insurer. This will typically be as follows:

Motor Vehicle	0 – 11.0%
Home & Contents	0 – 22.5%
Personal Accident	0 – 20.0%
Pleasure Craft	0 – 20.0%
Travel	0 – 30.0%
Wholesale Products	0 – 30.0%

Cambridge Insurance Brokers' Broker Fees are based upon the time spent providing you with the advisory services you require. The Broker Fee may vary depending on the complexity of your needs, however our likely Broker Fee is illustrated in the table below (all fees are inclusive of GST):

	New Business, Renewals & Renewal Transfers	Policy Changes
Retail Products	\$49.50 to \$550.00	\$33.00 to \$550.00
Wholesale Products	\$49.50 to \$1,100.00	\$33.00 to \$1,100.00

Any variations outside of these stated ranges will be agreed with your prior to providing any advisory services.

Cambridge Insurance Brokers' Underwriter Levy is based upon the time spent providing you with the advisory services you require. Our likely Underwriter Levy is illustrated in the table below (all fees are inclusive of GST):

	New Business, Renewals & Renewal Transfers	Policy Changes
Retail Products	\$49.50 to \$550.00	\$33.00 to \$550.00
Wholesale Products	\$49.50 to \$1,100.00	\$33.00 to \$1,100.00

In the event of mid-term cancellations, Cambridge Insurance Brokers will not refund to you any part of the commission, Broker Fee or Underwriter Levy that may arise due to the cancellation.

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.

Terms of Payment

We will invoice you for the premium, statutory charges (stamp duty, GST, etc.) and any fees we charge for arranging your insurances. You must pay us within 14 days of the policy inception date or, in the case of renewal, before the expiry date of the contract of insurance.

If you do not pay the premium on time, the insurer may cancel the contract of insurance and you will not be insured. The insurer may also charge a short term penalty premium for the time on risk.

Premium Funding

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 changes). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 0% to 3% of funded premium. 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.

In addition to this commission payment, we may be entitled to receive additional remuneration by way of a 0.5% to 1% override payment from certain premium funders, calculated over an agreed period. This payment is paid by the premium funder and not an additional charge to you. Where applicable to the services we offer for you, further detail in respect to these arrangements will be provided prior to any services being arranged. You may request further particulars about these arrangements at any time.

Sunrise

We may be entitled to receive additional commissions where we use electronic data interface (Sunrise) to process your policy with certain underwriters. Where this is the case, the amount will be included in the commission declared in your Standard Letter, attached to your Tax Invoice.

Referrers

Where you decide to proceed with our advice referral fees of up to 25% of the base premium and/or Broker Fees may be payable. Full details of any referral fees payable will be disclosed in our Standard Letter attached to your Tax Invoice (retail clients only).

Other Benefits

From time to time our advisers may receive certain 'hospitality benefits' (such as tickets to sporting events, movies, meals, bottles of wine, hampers). The receipt of these benefits is not based upon the volume of business placed with the provider but is more of an ad hoc reward. Details of these are available on a specially maintained Register which is available for your viewing upon your request.

Cambridge Insurance Brokers representatives are remunerated by way of an annual salary and may receive incentive payments from time to time. Representatives may also receive payments of a certain portion of the commission payments that we receive from insurers, however this is paid by us and is not an additional charge to you.

Important Relationships

Cambridge 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 – 1.5% commission for each product 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).

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. You can obtain a copy of Steadfast's FSG at www.steadfast.com.au.

Cambridge Insurance Brokers have arrangements in place with Allianz Australia Insurance Limited and QBE Insurance (Australia) Limited whereby if certain criteria are met, an additional commission or profit share payment may be paid at the end of an agreed period. These payments are calculated as a percentage of profit levels achieved and are not dependant on sales targets. You can ask us about further details in respect to these arrangements.

Cambridge Insurance Brokers has entered into an agreement with The Hollard Insurance Company Pty Ltd (**Hollard**) which could result in us receiving a potential profit share. Any remuneration payable under this arrangement (in addition to the standard commissions disclosed) is calculated as a percentage however this calculation is subject to a number of variables and remuneration is not guaranteed. You can ask us about further detail in respect to this arrangement.

We only recommend products where we feel they are appropriate to our clients' needs. Irrespective of any of the before-mentioned agreements we are maintaining our relationship with all of our supporting Insurers and would always seek to place business in the best interest of our clients. Cambridge Insurance Brokers has not entered into any agreements that are based wholly on the volume of business.

WHEN YOU GET OUR ADVICE

Will you give me advice that is suitable to my needs and circumstances?

Maybe not in all cases. However, we may need to find out your specific needs, relevant financial situation as well as make any other enquires with you to enable to better service your needs before an informed product recommendation is made to you. We will ask you for the details that we need to know. You have the right not to divulge this information to our representative, if you do not wish to do so. In these circumstances, we are required to warn you about the possible consequences of not having your full personal information.

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 statement, or any other warnings that we give you, carefully before making any decision about an insurance policy.

Binder arrangement

As your general insurance broker, we act on your behalf when providing advice to you. However there are times that we may act under a binder arrangement with The Hollard Insurance Company Pty Ltd (**Hollard**) (see 'Important Relationships'). When we act under this binder we will be acting as the agent of the insurer, which means we will represent and act for Hollard, not for you. This arrangement covers domestic and small business property insurance classes such as home building, contents, landlords and strata, and will also incorporate claims handling subject to certain limits. Cambridge complies with the requirements of the General Insurance Code of Practice developed by the Insurance Council of Australia. A copy of this Code is available upon request or from our website. We will tell you when we are acting under this binder to arrange your insurance or advise you about your insurance needs.

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.

Contractual Liability and your insurance cover

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

What should I know about any risks of the recommendations to me?

Our representative will explain to you any significant risks associated with the recommendations made to you, including the risk of not acting upon recommendations, within time frames specified. If they do not do so, you should ask them to explain those risks to you.

What information do you maintain in my file and can I examine my file?

Our representative will maintain records of your personal profile, recommendations made to you and insurance policies arranged for you. You have the right to examine the relevant contents of your file. Should you wish to examine your file, please contact our Privacy Officer on 08 9248 7944 who can make the necessary arrangements to provide you with the relevant information.

Cambridge Insurance Brokers is committed to ensuring the privacy and security of your personal information in accordance with the Australian Privacy Principles of the *Privacy Act 1988* (Cth). We use the information you provide to advise about and assist with your insurance needs, including premium funding and claims. We do not trade, rent or sell your information.

We provide your information to insurance companies and agents that provide insurance quotes and offer insurance terms to you, companies that deal with your insurance claim (such as loss assessors and claims administrators) and premium funding offers and terms. We may also need to provide your information to contractors who supply services to us; however we will take reasonable measures to ensure that they protect your information as required under the Privacy Act.

Your information may also be given to an overseas insurer (like Lloyd's of London) if we are seeking insurance terms from an overseas insurer, or to reinsurers who are located overseas. We will try to tell you where those companies are located at the time of advising you.

If you don't provide us with full information, we can't properly advise you, seek insurance terms for you or assist with claims and you could breach your duty of disclosure. By asking us to assist with your insurance needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

For more information about our approach and commitment to the protection of your personal information, ask us for a copy of our Privacy Policy or visit our website. Our Privacy Policy provides detailed information how we collect, use, disclose and protect your personal information, including how to access the personal information we hold about you, how to have the information corrected and how to complain if you think we have breached the privacy laws.

What compensation arrangements are in place?

Cambridge Insurance Brokers confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s912B of the Corporations Act 2001. In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for Cambridge Insurance Brokers and our representatives/employees in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any representative/employee who has ceased work with Cambridge Insurance Brokers for work done whilst engaged with us.

IF YOU HAVE ANY COMPLAINTS

Who can I speak to if I have a complaint about the services received?

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your representative and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within 1 business day please contact our Complaints Officer Scott Carlisle at Cambridge Insurance Brokers on (08) 9248 7944 or put your complaint in writing and send it to us at, Cambridge Insurance Brokers PO Box 2650 Malaga WA 6944. We will try and resolve your complaint quickly and fairly.
3. If we cannot reach a satisfactory resolution, you can raise your concerns with the Financial Ombudsman Service (FOS) which is an ASIC approved dispute resolution facility of which Cambridge Insurance Brokers is a member. You can contact FOS on 1800 367 287 or via email at info@fos.org.au. The address for FOS is L12, 717 Bourke Street, Melbourne (GPO Box 3, Melbourne, Vic 3000), website: www.fos.org.au

From what date does this FSG apply?

This FSG applies from 27th March 2017 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.