

Height Safety Insurance Brokers Pty Ltd

AFS Representative Number 00123424

Financial Services Guide

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

Height Safety Insurance Brokers Pty Ltd ABN 26 689 211 803 (which also trades as Small Business Insurance Brokers)

11 Marwarra Street Ringwood East Vic 3135

0418 300 096

sales@heightsafetyinsurancebrokers.com.au

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

Further information when personal advice is given

I/We will provide you with further information whenever I/we provide you with advice, which takes into account your objectives, financial situation and needs. This information may include the advice that I/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 me/us to recommend an insurance policy for you, I/we will usually only consider the policies offered by the insurers or insurance providers that I/we deal with regularly. In giving you advice about the costs and terms of recommended policies I/we have not compared those policies to other policies available, other than from those insurers I/we deal with regularly.

Product disclosure statement

If I/we offer to arrange the issue of an insurance policy to you, I/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 product.

From when does this FSG apply?

This FSG applies from 1 August 2015 and remains valid unless a further FSG is issued to replace it. I/We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

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How can I instruct you? You can contact me/us to give me/us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.

Who is responsible for the financial services provided? Height Safety Insurance Brokers 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.

Height Safety Insurance Brokers Pty Ltd holds a current Representative Number 001234247. The contact details for Height Safety Insurance Brokers Pty Ltd are on the front 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? Height Safety Insurance Brokers Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients. I/We will do this on behalf of your broker unless I/we tell you otherwise.

Will I receive tailored advice? Maybe not in all cases. However, I/we may need information about your personal objectives, details of your current financial situation and any relevant information, so that I/we can arrange insurance policies for you, [**Option 4** issue insurance policies to you] or to give you advice about your insurance needs. I/We will ask you for the details that I/we need to know.

In some cases, I/we will not ask for any of this information. If I/we do not ask, or if you do not give us all of the information I/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 I/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.

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 information do you maintain in my file and can I examine my file? I/we maintain a record of your personal profile, including details of insurance policies that I/we arrange or issue for you. I/we may also maintain records of any recommendations or advice given to you. I/we will retain this FSG and any other FSG given to you as well as any SOA or PDS that I/we give or pass on to you for the period required by law.

I/we are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of

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mine/our privacy policy is available on request. A copy is also available on my/our website, www.heightsafetyinsurancebrokers.com.au.

If you wish to look at your file please ask me/. I/we will arrange for you to do so.

How will I pay for the services provided?

For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. I/we often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to me/us by the insurers. In some cases, however, I/we will also charge you a fee. These will all be shown on the invoice that I/we will send to you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay me/us within the time set out on the invoice.

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), I/we will retain any fee I/we have charged you. I/we will also retain commission depending on my/our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in my/our commission.

When you pay me/us your premium it will be banked into my/our trust account. I/we will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with my/our arrangements with the insurer. I/we will earn interest on the premium while it is in their trust account or I/we may invest the premium and earn a return. I/we will retain any interest or return on investment earned on the premium.

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

My/our commission will be calculated based on the following formula:

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

In this formula:

X = my/our commission

Y% = the percentage commission paid to me/us by the insurer. My/our commission varies between 7.5% and 25%.

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

Any fees that I/we charge you will be calculated based on the assessment of the value we provide.

I/we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If I/we do, I/we will pay commissions to those people out of my/our commission or fees (not in addition to those amounts), in the range of 10% to 50% of its commission or fees.

My/our employees who will assist you with your insurance needs will be paid a market salary.

If I/we give you personal advice, I/we will inform you of any fees, commission or other payments I/we, my/our associates or anyone referring you to me/us (or

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me/us to any insurer) will receive in relation to the policies that are the subject of the advice.

See below for information on the Steadfast association and commission.

Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

Height Safety Insurance Brokers Pty Ltd 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 me/us with those Partners. Steadfast is also a shareholder of some Partners.

I/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, I/we 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.

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

If I/we arrange premium funding for you I/we may be paid a commission by the premium funder. I/we may also charge you a fee (or both). The commission that I/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 me/us to arrange or issue a product, this is when I/we become entitled to the commission.

My/our commission rates for premium funding are in the range of 0% to 2% of funded premium. When I/we arrange premium funding for you, you can ask me/us what commission rates I/we are paid for that funding arrangement compared to the other arrangements that were available to you. The amount of my/our commission and any fee that we charge will be set out in the premium funding contract.

The shareholder of Height Safety Insurance Brokers Pty Ltd also has a material ownership in Quantum Underwriting Agencies (Vic) Pty Ltd. Height Safety Insurance Brokers Pty Ltd, acting on your behalf, places some of its business with Quantum Underwriting Agencies (Vic) Pty Ltd.

What should I do if I have a complaint?

1. Contact me/us and tell me/us about your complaint. I/we will do my/our best to resolve it quickly.
 2. If your complaint is not satisfactorily resolved within 7 days, please contact Craig Anderson on 0418 300 096 or put your complaint in writing and send it to him at the address noted at the beginning of this FSG. I/we will try to resolve your complaint quickly and fairly.
 3. Height Safety Insurance Brokers Pty Ltd is a member of the Financial Ombudsman Service (FOS) (Member Number 30184). If your complaint cannot be resolved to your satisfaction by me/us, you have the right to refer the matter to the FOS. The FOS can be contacted at:
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Street Address: Financial Ombudsman Service, Level 12, 717 Bourke Street, Docklands 3008

Mailing address - Financial Ombudsman Service, GPO Box 3, Melbourne, VIC 3001

Ph - 1300 780 808

Fax - 03 9613 6399

Email - info@fos.org.au

Website - www.fos.org.au

What arrangements are in place to compensate clients for losses?

Height Safety Insurance Brokers Pty Ltd has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers me/us and my/our representatives (including authorised representatives) for claims made against me/us and my/our representatives by clients as a result of the conduct of me/us, my/our employees or representatives in the provision of financial services.

My/our PI policy in place will cover me/us for claims relating to the conduct of representatives who no longer work for me/us.

Any questions?

If you have any further questions about the financial services Height Safety Insurance Brokers Pty Ltd provides, please contact me/us.

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