

# Direct Insurance Brokers Pty Ltd

## Financial Services Guide

The Financial Services referred to in this guide are offered by:-

**Direct Insurance Brokers Pty Ltd**

ABN 39 010 352 075

AFSL: 241075

### Address:

38 Brookes Street, Bowen Hills Qld 4006

Ph: 07 3866 5444 Fax: 07 3852 2871

Email: [admin@directinsurance.com.au](mailto:admin@directinsurance.com.au)

Internet: [www.directinsurance.com.au](http://www.directinsurance.com.au)

This Financial Services Guide (FSG) is current from 01/07/2013 and contains information about our services and charges, your rights as a client and other things you need to know in relation to insurance matters including how any complaints you may have will be dealt with.

We trust it will assist you in deciding whether to use our services.

If you ask us to act as your general insurance broker, we will do so on the terms set out in this Guide. Unless you tell us otherwise in writing, you agree with these terms by accepting our services. Additional terms which are specific to our relationship with you, will be contained in Notices, Invoices, Information Statements and other written communications.

You will receive some of the documents after or at the time we advise you about your insurance needs including:

- Notices and Invoices – these will confirm the details of transactions we have arranged on your behalf.
- Information Statements or Statements of Advice – these will contain statutory disclosures and other important information about the insurance we arrange.
- Product Disclosure Statements – these will contain information about the products we recommend to you.

We will maintain a record of the details you give to us and any recommendations or advice we give to you for 7 years.

### ABOUT US

Direct Insurance Brokers Pty Ltd also trades as Salon Insurance Australia and Strata Brokers. We hold an Australian Financial Services Licence under the Corporations Act 2001 to provide financial product advice on, and deal in general insurance products.

Our Australian Financial Services Licence Number is 241075.

We are a member of the National Insurance Brokers Association, a member of Steadfast Group Limited and a member of The Council of Queensland Insurance Brokers Inc.

We subscribe to the General Insurance Brokers' Code of Practice, details of which may be obtained on request.

### OUR SERVICES

We are General Insurance Brokers who place general insurance with numerous insurance companies, either directly or through their agents. We are committed to providing sound personal advice based upon your needs and our comprehensive market knowledge.

We offer a range of services to assist you to protect your assets and your legal liabilities. These include:

- Reviewing and advising on your general insurance needs;
- Arranging, altering and renewing general insurance contracts on your behalf;
- Assisting with general insurance claims;
- Arranging premium funding, if required.

We can advise about and arrange general insurance products tailored to your needs.

To enable us to provide advice which is appropriate to your circumstances, we will need you to provide us with complete information about the risk(s) to be insured, your situation and your needs and objectives. You should also tell us about any relevant changes as they occur.

### HOW YOU CAN CONTACT US

You can provide us with instructions in person, by telephone, fax, email or in writing. It is important that you provide us with complete and accurate information about the risk to be insured.

If your circumstances change, our recommendations may no longer be appropriate. Please tell us about any changes in your circumstances so that we can confirm that your insurance continues to be suitable for your needs.

### IMPORTANT RELATIONSHIPS

**Steadfast:** Direct 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, subsidized by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

A copy of the Steadfast FSG can be found at [www.steadfast.com.au](http://www.steadfast.com.au).

**CQIB:** Direct Insurance Brokers 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 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.

### OUR REMUNERATION

Details regarding the remuneration Direct Insurance Brokers receives is set out below:

- We are paid commission by the relevant insurers when we arrange insurances on your behalf. As a general rule, the insurer will pay us an amount based on a percentage of the base premium. The rate ranges from 0 to 30% depending on the product.
- We may also charge you a Brokers Fee (for administration costs) and we will show the amount in the premium section of our Tax Invoice.
- If we arrange premium funding to you we may be paid a commission by the premium funder. The commission is usually calculated as a percentage of the total amount funded. If you instruct us to arrange premium funding we become entitled to this commission. The amount of our commission is between 0% and 3%.
- We may also receive over-riding commission from Hunter Finance Limited based upon the volume placed to help offset administration costs.

- When we pay any commissions, fees or benefits to other who refers you to us, we will pay them a percentage of the commission we earn.
- We may from time to time enter into a Profit Share Agreement with one or more Insurers. Under such agreements we may be entitled to receive payment in addition to our commission depending on the profitability of our book of insurance business placed with a particular Insurer and it may also depend on a minimum volume of business being placed with that Insurer. If we have such arrangements with an insurer that we recommend to you, we will advise you in writing.
- Normally we do not charge a fee for claims assistance. For complex, specialist or highly time consuming claims we will advise you in advance a fee charge and obtain your consent before performing the work.
- Our Employees, who assist you with your insurance needs, are all paid a market salary.

We receive interest on the money held in our Insurance Broking Trust Account from the time we bank the money until it is paid to the Insurer.

If you require further details regarding the remuneration we may receive, to assist you with making a decision to deal with Direct Insurance Brokers, you can contact our office by telephone, email or mail within seven days of the receipt of this FSG and this information will be provided to you in writing.

### **HOW WE HANDLE PREMIUM PAYMENTS AND REFUNDS**

Invoices are to be paid within the timeframe set out on the invoice.

Clients can choose to pay by cash, cheque, Bpay, direct debit, premium funding or credit card.

An additional fee may be charged to a portion of credit card payments. Our invoice will show the payment methods offered and any additional fee payable for a particular payment method. This fee reimburses us for the additional costs (incl. merchant fees, arrangement, handling) and is non refundable.

All premiums paid to Direct Insurance Brokers are deposited into our Insurance Broking Trust Account as required by Law. This account is subject to annual external audit. Premiums are kept in this account until they are paid to the Insurer. We may invest these premiums until they are paid to the Insurer. Any interest earned on premiums invested will be retained by Direct Insurance Brokers.

If there is a refund of premium owned to you as a result of a cancellation or alteration to a policy, we will retain any fee we have charge you. We will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in our commission.

If you cannot pay the premium on time, you will need to contact us regarding cover. If not, we are obliged to tell the insurer. The insurer has the right to 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.

### **HOW ARE OUR ADVISERS PAID**

Our advisers are usually paid in two ways – salary or commission, and bonuses or incentives which are based on a number of factors including achievement of company goals.

If a person has referred you to us, we may pay them between 0 to 100% of our remuneration. This will not increase the amount you pay us.

### **COMPLAINTS AND DISPUTES**

If you are not fully satisfied with our services, please 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 20 days, please contact our Complaints Officer or put your complaint in writing and send it to the address at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.

Direct Insurance Brokers is a member of the Financial Ombudsman Service (FOS), an external disputes resolution body. If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to the FOS. The FOS can be contacted by phone 1800 367 287, fax 03 9613 6399 or email [info@fos.org.au](mailto:info@fos.org.au).

Further information about FOS is available on their web site - [www.fos.org.au](http://www.fos.org.au).

### **OUR PROFESSIONAL INDEMNITY COVER**

We have Professional Indemnity insurance in place that complies with our obligations under ASIC regulations.

Our Professional Indemnity policy covers us and our employees for claims made against us and our employees by clients as a result of the contact of us or our employees in the provision of financial services.

Our PI Policy will cover us for claims relating to the conduct of our employees (during the period employed by Direct Insurance Brokers) who no longer work for us.

### **COOLING OFF PERIOD (RETAIL CLIENTS ONLY)**

If you are not happy with the product we have provided you with, you may have a 14 day cooling off period during which you may return your policy if you are not satisfied. Full details of the cooling off period can be found on the relevant PDS which we will provide to you.

### **PRIVACY**

We are committed to our privacy policy which will ensure your privacy and security to your personal information whilst enabling us to use the information in appropriate manner in an endeavour to meet your insurance needs and objectives.

A copy of our Privacy Policy can be obtained via our website or a hardcopy can be obtained on request.

### **UPDATES TO THIS DOCUMENT**

Please retain this document for your reference. It 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.

To ensure you have the most current version, please visit our website [www.directinsurance.com.au](http://www.directinsurance.com.au).

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