

# FINANCIAL SERVICES GUIDE

AUSTRALIAN FINANCIAL SERVICES LICENCE NO: 239631

## THE PURPOSE OF THIS GUIDE

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of our services & those of our Authorised Representatives (AR's) & contains important information about:

- The services we offer you.
- How we & our associates are paid.
- Any potential conflicts of interest we may have.
- What to do in the event of a complaint.
- Details of our Authorised Representatives.

In this FSG, RSM refers solely to RSM Group P/L while a reference to We includes the AR's.

## RESPONSIBILITY FOR SERVICES PROVIDED

RSM & their AR's are authorised to advise & deal in the full spectrum of general insurance products.

RSM are responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG.

RSM are required to meet high standards for staff training, organisational competence, management expertise, financial control & compliance disciplines. You are able to contact us by phone, in writing, by fax, email or in person.

## WHO DO WE ACT FOR

We usually act on your behalf & 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 & when this situation arises we will explain & highlight this to you.

## OUR PRODUCTS & SERVICES

We can advise & arrange a broad range of insurances on your behalf including: Home Building & Contents, Private & Commercial Motor, Farm, Business Packages, Construction, Liability, Industrial & Professional covers. We offer a range of services to assist you to protect your assets & guard against unexpected liabilities including reviewing & advising on your insurance needs, identifying risk factors to avoid claims & seeking competitive premium quotations.

## RETAIL CLIENTS

Under the Corporations 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 & that are purchasing the following types of insurance covers:

Motor vehicle, home building, contents, personal & domestic, sickness/accident/travel, consumer credit & other classes as prescribed by regulations.

Some of the information in this FSG only applies to Retail Clients & it is important that you understand if you are covered by the additional protection provided.

## RETAIL CLIENT ISSUES

Typically we only provide General Advice to our Retail Clients. General Advice does not take into account your particular needs & requirements & 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.

If you are a new Retail Client purchasing Personal Accident or Sickness insurance & obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will give you a Statement of Advice (SOA), that sets out the advice provided & the

basis on which the advice is made & our remuneration should you purchase the product.

For existing Retail Clients we may not provide an SOA but rather provide the advice to you orally. In such cases you may request us to provide you with a Record of Advice (via phone or in writing) which we will provide to you within 28 days of such request.

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 & terms of recommended policies we have not compared those policies to other policies available, other than from those insurers we deal with regularly.

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 & the key benefits & 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 face & those that you want to be insured for. You should also tell us about any relevant changes as they occur so that we can review your insurance needs accordingly.

## PERSONAL INFORMATION

The Federal Privacy Act 2000 sets out standards for the collection & management of personal information. With your consent, we will only use your personal information for general insurance services.

## COOLING OFF PROVISIONS

All retail products are subject to a 14 day 'cooling off period'. This means that if you are not happy with the product, you have 14 days to withdraw from the contract at no cost to you.

## COMPLAINTS

Clients not satisfied with our services should contact our Complaints Officer. RSM are members of the Financial Ombudsman Service (FOS), a free consumer service. Further information is available from the RSM office, or contact FOS directly on 1300 780 808 or visit [www.fos.org.au](http://www.fos.org.au). RSM also follow The Insurance Brokers Code of Practice.

## COMPENSATION

RSM hold a Professional Indemnity Policy. This policy is designed to pay claims by Third Parties (including our clients) arising out of our Professional Negligence. The policy extends to cover us for work done for us by representatives/employees after they cease to work for us & satisfies the requirements for compensation arrangements under Section 912B of The Act.

## CONTACT AGREEMENT

To ensure that we provide you with appropriate products & services, you agree to us calling you to discuss any new products & services. If you do not wish to receive such calls please advise us & we will place you on our Do Not Call Register.

## CONFLICTS OF INTEREST

We have relationships with & receive income from various third parties as detailed in this FSG. For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you. All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice.

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## RSM's SOURCES OF INCOME

When placing your insurance RSM usually receive a commission from the insurer. The amount varies between 0% & 25% of the base premium you pay. Where a policy is cancelled before the period of insurance has ended RSM will usually retain the commission on any return premium involved.

If you are a Retail Client & we give you Personal Advice, commission amounts will be provided in any SOA or (where an SOA is not required to be provided) included on any relevant invoices. When we give you General Advice, full commission information (including dollar amounts) will be provided on request.

We have a set of standard non refundable Broker Fees that we charge you for services such as market research on products available, sourcing alternative quotations & coverage.

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

RSM may receive additional remuneration from insurers with whom RSM have profit share or volume bonus arrangements.

This remuneration is payable if RSM meet certain agreed sales and/or profitability targets set by the insurer. If RSM 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 if the amount involved is material.

RSM retain the interest on premiums paid by you that are held in the RSM trust account before paying the insurer.

RSM are a shareholder of STEADFAST. They have exclusive arrangements with some insurers where they receive between 0.5 – 1.5% commission on the premium placed by us with those insurers. These payments are used to operate STEADFAST.

Depending on the operating costs of STEADFAST (including the costs of shareholder services provided to RSM & other shareholders) & the amount of total business RSM place with the participating insurers in any financial year, RSM may receive some of that commission at the end of each financial year.

As a STEADFAST shareholder, RSM can access services including operating & compliance tools, advice & assistance from professional bodies, group insurance arrangements, product comparison & placement support, claims support & purchasing arrangements. These shareholder services are either funded or subsidised by STEADFAST or available exclusively to shareholders for a fee. A copy of the STEADFAST FSG is available at [www.steadfast.com.au](http://www.steadfast.com.au).

If you pay by credit card we may charge you a credit card (incl. arrangement & handling) fee, which is disclosed & shown separately on our invoices, they are non refundable. This fee covers the cost of bank charges etc. associated with such facilities.

Premium funding products enable you to pay your premiums by instalments. Premium funders do charge interest. We can arrange premium funding if you require it. We may receive a commission based on a percentage of the premium from the premium funder for doing so. We will tell you the basis & amount of any such payment if you ask us.

## HOW OUR REPRESENTATIVES ARE PAID

RSM's representatives do not receive any benefit directly from the sale of a product to you. RSM representatives may receive bonuses payable based on 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. If you are a Retail Client & receive Personal Advice full remuneration details will be disclosed in the SOA or invoices related to the advice.

The AR's receive up to 100 % of RSM's Income for the clients that they service.

## AUTHORISED REPRESENTATIVES

Our AR's & their contact details are shown below.

Name	AR. No.	Phone No
Transport Plus Insurance Brokers P/L	318784	0418 500 027
RSM Tasmania P/L	301955	03 6244 7854
RSM Build P/L	318782	03 9276 0905
Denis Clarke	334715	0428 400 326

## RSM Group Pty Ltd

ABN: 40 006 361 226

Australian Financial Services

Licence No: 239631

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Tel: (03) 9276 0900

Fax: (03) 9817 2055

Email: [insurance@rsmgroup.com.au](mailto:insurance@rsmgroup.com.au)

Web: [www.rsmgroup.com.au](http://www.rsmgroup.com.au)

This FSG applies from the 15th of July 2009