

You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

If we arrange premium funding for you, with any company other than West Premium Funding (WPF), 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 charges). 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.

#### Important Relationships

Related Companies - Should you deal with any of the following companies you should be aware that they have the same directors as GSK.

- West Premium Funding (WPF) – GSK does not earn commission from premium funding arranged through WPF.
- Graham Knight Financial Services – GSK does not earn commission when you arrange Life, Superannuation, Financial Planning or similar financial services through Graham Knight Financial Services.

Shareholding – GSK, its affiliates, directors, officers and employees may have or have had interests, investments and shareholdings in financial products which you may have received advice and may make a purchase or sales in them as principal or agent.

#### What should I do if I have a complaint?

1. Contact us and tell us about your complaint. We will do our best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 20 days, please contact our Operations Manager on (08) 9478 1933 or put your complaint in writing and send it to the address noted on the back of this FSG. We will try and resolve your complaint quickly and fairly.
3. GSK is a member of the Financial Ombudsman Service (FOS). 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 at:

**Street Address:** Financial Ombudsman Service, Level 12, 717 Bourke Street, Docklands 3008

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

**Phone:** 1300 367 287 **Fax:** 03 9613 6399 **Email:** [info@fos.org.au](mailto:info@fos.org.au)  
[www.fos.org.au](http://www.fos.org.au)

#### What arrangements do you have in place to compensate clients for losses?

GSK has a professional indemnity insurance policy (PI policy) in place.

The PI policy covers us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees in the provision of financial services. Our PI policy will cover us for claims relating to the conduct of representatives who no longer work for us.

# FINANCIAL SERVICES GUIDE

## ANY QUESTIONS?

If you have any further questions about the financial services GSK provides, please contact us.

Please retain this document for your reference and any future dealings with GSK.



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

GSK Insurance Brokers (GSK) ABN 70 970 795 411

[www.gskinsurance.com.au](http://www.gskinsurance.com.au)

#### PERTH OFFICE

177 Great Eastern Highway, Belmont, Western Australia 6104  
PO Box 160 Belmont, Western Australia 6984  
**Phone:** (08) 9478 1933 **Fax:** (08) 9478 3124  
**Email:** [mail@gskinsurance.com.au](mailto:mail@gskinsurance.com.au)

#### MELBOURNE OFFICE

Level 2, 177 Toorak Road, South Yarra, Victoria 3141  
PO Box 9430 South Yarra, Victoria 3141  
**Phone:** 1300 865 404 **Fax:** (03) 9045 9734  
**Email:** [mail@gskinsurance.com.au](mailto:mail@gskinsurance.com.au)



## THIS FSG SETS OUT THE SERVICES THAT 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 we offer you.
- how we and others are paid.
- any potential conflict of interest we may have.
- our internal and external dispute resolution procedures and how you can access them.
- arrangements we have in place to compensate clients for losses.

### Further information when personal advice is given

We will provide you with further information whenever we provide you with advice which takes into account your objectives, financial situation and needs. This information may include the advice that 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 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.

### Product Disclosure Statement

If we offer to arrange the issue of an insurance policy to you, 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. 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 30 November 2016 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 FSG.

### How can I instruct you?

You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned on the back of this FSG.

### Who is responsible for the financial services provided?

GSK Insurance Brokers (GSK) 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.

GSK holds a current Australian Financial Services Licensee no: 227858. The contact details for GSK are on the back 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?

GSK is authorised to advise and deal in general insurance products to wholesale and/or retail clients. We will do this for you as your broker unless we tell you otherwise.

Sometimes we will act under a binder or agency from the insurer. When we act under a binder or agency we will be acting as the agent of the insurer. This means that we represent and act for the insurer, not for you. We will tell you when we act under a binder or agency to arrange your insurance or advise you about your insurance needs.

### Will I receive tailored advice?

Maybe not in all cases. However, we may need information about your personal objectives, details of your current financial situation and any relevant information, so that we can arrange insurance policies for you, or issue insurance policies to you or to give you advice about your insurance needs. We will ask you for the details that we need to know.

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 SOA, or any other warnings that 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, at the time of any scheduled status review or upon renewal of your insurances.

### 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?

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

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. A copy is also available on our website, [www.gskinsurance.com.au](http://www.gskinsurance.com.au)

If you wish to look at your file please ask us. We will make arrangements 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. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in some cases we will also charge you a fee. These will all be shown on the invoice that we send you. Alternatively we may choose to rebate all commission to you and charge you a fee based upon the nature of the service we provide.

You can choose to pay by any of the payment methods set out in the invoice. You are required to pay 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), we will retain any fee we have charged 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.

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.

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

Our commission will be calculated based on the following formula:

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

In this formula:

X = our commission

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

Our commission varies between 0 and 30%.

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

Any fees that we charge you will be disclosed on your Tax Invoice.

We do on occasion pay commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 0 to 20% of our commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary and may receive an annual bonus of up to 15% of salary depending on their level of sales and provided they meet select performance criteria.

GSK has entered into a number of Intermediary Profit Share and Growth Incentive agreements. Provided that we meet certain criteria, including profitability, we will receive additional commission by way of a share of the profit we generate for these insurers. This will be a payment from these insurers based on; the profit that they earn on certain business; and/or the volume of certain business we provide to them, within an agreed period (usually 12 months). We may be paid a percentage of the profit on our portfolio or an agreed amount. This will depend on the level of profit achieved. If there is no profit, we will not receive any additional payment.

None of the payments we receive from insurers increases the amount you are required to pay for your insurance.

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

GSK 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.