

Abico has entered into an agreement with Select Underwriting Agency Pty Ltd ABN 12 118 110 704 (Select), to provide new products and services to clients of Abico. All business placed with Select is underwritten by The Hollard Insurance Company ABN 78 090 584 473 / AFSL 241436 (Hollard). When business is placed with Select it is acting as a Corporate Authorised Representative No: 302541 of Hollard. Abico continues to act for you as a broker. Shareholders of Select are either Directors and/ or Employees of Abico. As shareholders they may receive a share in the company's profit based on a profit share formula after deduction of claims and expenses (the % of profit payable may vary and is not guaranteed).

The Hollard Insurance Company Pty Ltd is a minority owner of ABICO Insurance Brokers Pty Ltd.

Abico has entered into an agreement with QBE Insurance (Australia) Limited which could result in us receiving a potential profit share. The % of profit payable may vary and is not guaranteed. Subsequently we may earn additional income above the level of our standard commission although this is not guaranteed.

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 relationships with all of our supporting Insurers and would always seek to place business in the best interest of our clients. Abico has not entered into any agreements that are based wholly on the volume of business.

### **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 arrangements do we have in place to compensate clients for losses**

Abico has a professional indemnity insurance policy (PI policy) in place. The PI policy covers us and our representatives (including our authorised representatives) for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives 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.

### **Should a complaint arise**

Contact us and tell us about your complaint. We will do our best to resolve it quickly and fairly.

If your complaint is not satisfactorily resolved within 15 business days, please contact The Complaints Manager on (02) 4228 1277 or put your complaint in writing and send it to the address noted at the beginning of this FSG.

Abico 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 FOS. FOS can be contacted on 1300 780 808 or email [info@fos.org.au](mailto:info@fos.org.au). This is a free service to you. Abico also subscribe to the Insurance Brokers Code of Practice.

If your complaint is about a policy placed with The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 / AFSL 241436 (Hollard) you should follow the complaints procedures as set out above.

If your concern is still not resolved to your satisfaction please write to, The Hollard Internal Disputes Resolution Committee at; The Hollard Insurance Company Pty Ltd, PO Box 199 Chatswood NSW 2057.

Your concerns will be investigated by an officer with full authority to deal with the complaint and Hollard will inform you of the outcome within 15 business days of receiving your letter.

If your concern remains unresolved to your satisfaction Hollard will assist you in directing your issue for further review to an external review scheme, to which they belong.

### **Questions**

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

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



# Financial Services Guide

## The financial services referred to in this Financial Services Guide (FSG) are offered by:

Abico Insurance Brokers Pty Ltd ABN 91 002 190 301  
Australian Financial Services Licence No 239952  
Level 1, 53-61 Crown Street  
WOLLONGONG NSW 2500  
Phone 02 4228 1277  
Fax: 02 4228 1173  
Email: admin@abico.com.au  
Web: www.abico.com.au

## About this FSG

The 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 our associates are paid.
- Any potential conflicts 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.

This FSG applies from 1 June 2014 and remains valid unless a further FSG replaces it.

## How you can instruct us

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

## Statement of Advice

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 that we deal with regularly. In doing so our recommendation is limited to those products and Insurers with whom we regularly deal.

## Responsibility for the financial services provided

Abico Insurance Brokers Pty Ltd (Abico) holds an Australian Financial Services Licence Number 239952 and is responsible for the financial services that will be provided to you.

## Product Disclosure Statement

If you choose to apply for or acquire a particular financial product we will also provide you with a Product Disclosure Statement (PDS) on behalf of the issuer. The PDS contains information to assist you in making an informed decision about the particular product including its features, benefits, fees and risk associated with that product.

## Financial Services we are authorised to provide to you

Abico is authorised to advise and deal in general insurance products to wholesale and/or retail clients. We will do this either for you, as your broker or as an agent for the insurer in which case we will act under a binder from the Insurer. When we act under a binder we will represent and act for the insurer, not for you. We will tell you when we act under a binder to arrange your insurance or advise you about your insurance needs.

## Personal information we maintain

We maintain a record of your personal profile, including details of insurance policies that we have arranged 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 or via our website [www.abico.com.au](http://www.abico.com.au). If you wish to look at your file please ask us. We will make arrangements for you to do so.

## How Abico Insurance Brokers Pty Ltd, our staff and other parties are remunerated and how you will 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 payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. Some insurers pay us more than others. The rate of commission can vary between 0% - 22.5%.

In some cases we will also charge you a fee and this will be shown on the invoice that we send you. 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.

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. We will retain any interest or return on investment earned on the premium.

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

We do not generally pay any commissions, fees or benefits to others who refer you to us. If we do, we will pay commissions to those people from our earnings (not in addition to those earnings), in the range of 0% to 50% of our earnings.

Our employees receive an annual salary as remuneration for the work they do. If we arrange premium funding for you, we may earn a commission from the premium funder. This is usually calculated as a percentage of the premium (including government charges, levies and taxes) and may be between 0 to 3%. The amount of our commission and any fee that we charge will be set out in the premium funding contract.

## Relationships and associations we have

Abico 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 - 2% commission for each product arranged by us with those insurers. These payments are used to operate Steadfast. Steadfast is also a shareholder of some Partners.

Depending on the operating costs of Steadfast (including the costs of member services provided by Steadfast to us and other Steadfast shareholders) and the amount of total business we place with the participating insurers in any financial year, we may receive a proportion of that commission at the end of each financial year.

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

Abico utilises a panel of premium funders to provide premium funding services for you, our remuneration is detailed above.