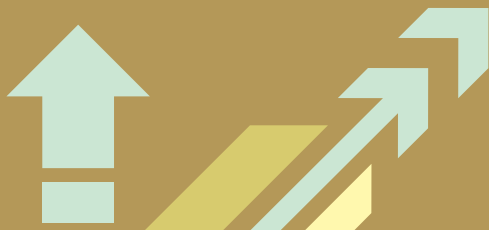




*Rowland House*  
INSURANCE BROKERS (AUST) PTY LTD

## Financial Services Guide

A guide to our relationship with you and others



Innovative insurance solutions...  
tailored to meet your needs

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

Rowland House Insurance Brokers (Aust) Pty Ltd

ABN Number ..... 95 291 076 586

Street Address ..... Level 4, West Tower 608 St Kilda Road, Melbourne Vic 3004

FSA Licence Number ..... 247126

Telephone ..... (03) 9530 2900

Fax ..... (03) 9530 2099

Website ..... [www.rowlandhouse.com](http://www.rowlandhouse.com)

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 policy.



## From when does this FSG apply?

This FSG applies from 1 January 2009 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 page 1 of this FSG

## Who will advise me?

You will have an Account Manager. Each Account Manager will be under the supervision of our General Manager and/or Managing Director. Each Account Manager has educational qualifications including Diploma of Financial Services (Insurance Broking) and substantial broking experience. The company has professional membership of NIBA (National Insurance Brokers Association).

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions.

If you do not obtain advice, you face the risk that the Financial Product/s you select may not fully take into account your objectives, financial situation or needs.

## Who is responsible for the financial services provided?

Rowland House Insurance Brokers (Aust) Pty Ltd (Rowland House) 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.

Rowland House holds a current Australia Financial Services Licence no: 247126.

The contact details for Rowland House 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?

Rowland House is authorised to advise and deal in general and life insurance products to wholesale and/or retail clients.

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

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

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, 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.

**Do you have any relationships or associations with Financial Product issuers?**

Rowland House Insurance Brokers is an independent, privately owned Australian company. We use a range of underwriting entities to best match the financial product with the client's needs and circumstances.

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

Rowland House is a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 - 1% commission for each product arranged by us with those insurers. These payments are used to operate Steadfast.

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 shareholder of Steadfast 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.

Steadfast is also a shareholder of Miramar Underwriting Agency Pty Limited (Miramar). As a shareholder, Steadfast may receive dividends from Miramar. These amounts will indirectly contribute towards the benefits we receive from Steadfast.

Steadfast has a shareholding in Macquarie Premium Funding. If we arrange premium funding with Macquarie Premium Funding for you, under its agreement with Macquarie Premium Funding, Steadfast will receive 0.5% of your insurance premium (including government fees or charges). As an equity shareholder of Macquarie Premium Funding, Steadfast may also receive dividends from profits of Macquarie Premium Funding. The amount of the Steadfast dividend is based on the share of profit attributable to funding arranged by Steadfast shareholders. The payments (commission and dividends) that Steadfast receives from Macquarie Premium Funding are used to operate Steadfast. Depending on the operating costs of Steadfast and the amount of total business we place with Macquarie Premium Funding in any financial year, we may receive a portion of those amounts at the end of each financial year.

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 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 changes). 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 1% to 2% 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. The amount of our commission and any fee that we charge will set out in the premium funding contract.



## 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 25%.

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 separately. Fees are set based on the complexity of the insurance placement, time involved and service level, including claims support

We do not often pay any 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 1% to 10% of our commission or fees.

If we arrange insurance products through Miramar Underwriting Agency Pty Limited (Miramar), we may qualify for reward points under the Miramar rewards program. The number of points we earn will depend on the premium paid to Miramar for the insurance products we arrange with them, subject to a minimum threshold. The points may be redeemed for certain goods or flights.

Our employees that will assist you with your insurance needs will be paid a market salary. Senior staff may be entitled to bonuses or other monetary or non-monetary benefits depending on personal results and the overall performance of Rowland House.

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 above for information on the Steadfast association and commission.

## Will anyone be paid for referring me to you?

Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will tell you in the SOA who will receive that fee or commission and the amount received.

## Can I cancel my insurance policy with you?

We cannot cancel a contract of insurance without written instruction from a person(s) who is authorised to represent each of the parties who are named as insureds in the contract of insurance.

We cannot cancel a policy without the insurers approval and some insurance contracts contain a non-cancellation clause or cancellation penalties.

If a contract of insurance is cancelled before expiry of the period of insurance, we may refund the net premium we receive from your insurer. We may not refund our fees or commission earned when the policy was first arranged.

## 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. 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 of premium owed to you as a result of a 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.

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



### **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.

If you wish to look at your file please ask us. We will make arrangements for you to do so.

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

- 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 14 business days, please contact the General Manager of Rowland House on 03 9530 2900 or put your complaint in writing and send it to the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
- Rowland House 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 at Level 5, 31 Queen St, Melbourne Vic 3000. Tel.: 1300 780 808, Fax: 03 613 6399, Email: [info@fos.org.au](mailto:info@fos.org.au) or Website: [www.fos.org.au](http://www.fos.org.au).

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

Rowland House 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.

### **Any questions?**

If you have any further questions about the financial services Rowland House provides, please contact our Managing Director, Michael D Bidey on 03 9530 2900 or email [michaelb@rowlandhouse.com](mailto:michaelb@rowlandhouse.com) or our General Manager David Federici on 03 9530 2900 or email [davidf@rowlandhouse.com](mailto:davidf@rowlandhouse.com)

Retain this document for your reference and any future dealings with Rowland House Insurance Brokers

