

FINANCIAL SERVICES GUIDE

This Guide

Your Insurance Broker Pty Ltd (YIB) t/as Your Insurance Broker are committed to an open and professional relationship with you.

This Financial Services Guide (FSG) contains important information about our relationships and associations and is intended to assist you in your decision whether to use any of our services. It includes information about:

- the services we are authorised to offer you;
- how we are remunerated;
- any potential conflict of interest we may have; and
- our internal and external dispute resolution procedures and how you can access them.

From what date does this FSG Apply?

This FSG applies from **1st December 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.

Will the advice we provide you with be appropriate for you and your circumstances?

Statement of Advice / Important Information Document

If we provide you with any personal advice that takes into account your objectives, financial situation or needs, then you will receive a Statement of Advice (SOA) or an Important Information Document (IID). The SOA will contain our advice, the basis on which our advice is given and information about the remuneration, fees, commissions, other benefits and any association and relationships that may influence the giving of our advice. The IID will contain information about our remuneration, fees, commissions, other benefits and any association and relationships that may influence the giving of our advice.

Disclosure

To accurately consider your insurance needs and objectives and to deliver recommendations which are designed to satisfy your requirements, we may need you to provide details of your insurance objectives and any other relevant information which we specify.

General Advice

If we only provide you with general advice that does not take into account your individual objectives, financial situation or needs (your personal circumstances), then we will give you a general advice notice (GAW) at that time.

Before using this advice to decide whether to purchase any insurance policies, you should consider the appropriateness of this advice to your personal circumstances, and obtain and consider the current Product Disclosure Statement for the relevant insurance policy.

Should you require further information regarding any advice given including remuneration amounts or rates please contact our office.

When you ask us to recommend an insurance policy for you, we will recommend an insurance product from our Approved Product List. We consider a number of factors including policy coverage, pricing, security and claims handling service when we select our preferred insurers and products.

Policy Disclosure Statement

If we recommend or offer to arrange the issue of an insurance policy to you, we will also provide you with a Product Disclosure Statement (PDS), unless you already have an up to date PDS from the insurer. The PDS will contain information about the particular policy, which will enable you to make an informed decision about purchasing that policy.

Who will be providing the Financial Service?

We are licensed to provide financial services under the Corporations Act. We are responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG. You can contact us to give us instructions by post, phone, fax or email.

What kinds of financial services are we authorised to provide and what kinds of Financial Product(s) do those services relate to?

Your Insurance Broker is authorised to advise, deal in and issue general insurance products to retail and/or wholesale clients. Our authorisation includes arranging and renewing insurance contracts; assisting with claims; and varying or dispersing such products.

How does a client instruct Your Insurance Broker?

A client can give us instructions in person, by post, phone, fax or email. Your Insurance Broker contact details are set out above. To comply with legislation some instructions will be required in writing.

How does a client pay for the services provided?

Clients can choose to pay by any of the payment methods set out in the invoice, including direct credit, cash, cheque, credit card (Visa or Mastercard) and also by premium funding by arrangement. An additional fee may be charged to a portion of credit card payments. Invoices are to be paid within the time frame set out on the invoice.

What commissions, fees or other benefits do we receive for providing financial services?

When we arrange insurance for you, we may obtain a 'commission' from your Insurer, which is a percentage of the premium that you pay. The rate of commission ranges between 0% and 27%.

Alternatively, we may also charge you a broker or administration fee, or a combination of these. If we provide you with an SOA, or an IID, it will document any fees, commission or other payments we will receive in relation to the policies that are the subject of that advice.

When you pay us your premium it will be banked into a 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.

We can arrange premium funding on your behalf to enable you to pay your premium by instalments. The premium funder will charge you interest and possibly a fee for this service. We may also receive a commission from the funder. Specific details will be provided to you prior to arranging the funding on your behalf.

Our representatives receive an annual salary that may include a bonus based on performance.

What relationships or associations exist which you might like to know about?

Your Insurance Broker Pty Ltd has entered into an agreement with Your Insurance Underwriting Agency Pty Ltd to provide new products and services to our clients. The shareholders of Your Insurance Underwriting Agency Pty Ltd are either Directors and/or employees of Your Insurance Broker Pty Ltd. As shareholders they may from time to time expect to receive a share in the company's profits based on the overall portfolio's performance after deducting all claims and expenses. The % of profit payable may vary and is not guaranteed.

Your Insurance Broker 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 the insurers depending on the continued support from members. CQIB also receives 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.

We may refer you to a Life Insurance Advisor to complement your insurance program. If we refer you to Townsend Insurance Services (TIS) and you act upon their advice, Your Insurance Broker Pty Ltd will receive 30% of the first year's commission. In addition, one of our Directors is also a Director and Shareholder of TIS and in that capacity may benefit from referrals.

In making any referral we do not advise or represent that their products and services are right for you and take no responsibility for the products and services TIS may provide to you. You need to make your own decision based on the information provided. Where you have been referred to us by someone else and we pay them a fee, commission or reward in relation to that referral, we will tell you.

From time to time we may also receive some form of material benefit from our insurer contacts where we have an agreement in relation to performance. These may include administrative support, commission over-ride, subsidies or performance bonuses. We have such arrangements with Steadfast Group Ltd as a Network Broker.

Any relevant specific benefits received by us in relation to our recommendations to you, arising from those associations, will be disclosed in our Advice.

Your Insurance Broker is a Network Broker of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some Partners under which Steadfast will receive between 0.5% to 1.5% commission for each product arranged by us with those Partners. 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 Network Brokers) and the amount of total business we place with the participating Partners in any financial year, we may receive a proportion of that commission at the end of the financial year.

As a Network Broker 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 Network Brokers for a fee.

How will I receive my documents?

In accordance with the Australian Security and Investment Commission's (ASIC) digital disclosure guidance and waivers for financial service product providers, the default delivery method for Product Disclosure Statements (PDS) and other financial service disclosure documents is electronic unless you "opt out" and advise us of an alternate preferred delivery method or you do not have an email address.

Does Your Insurance Broker Deal with any Authorised Representatives

Your Insurance Broker Caloundra Pty Ltd and Your Insurance Broker Brisbane Pty Ltd hold individual Authorised Representative Agreements with the Licensee and are the owners of the clients of Your Insurance Broker Pty Ltd. All Directors, Account Executives and Staff are employees of Your Insurance Broker Pty Ltd.

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.

Your Privacy & What information do we maintain on your 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 protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We provide your information to insurance companies and agents that provide insurance quotes and offer insurance terms to you or the companies that deal with your insurance claim (such as loss assessors and claims administrators). Your information may be given to an overseas insurer (like Lloyd's of London) if we are seeking insurance terms from an overseas insurer, or to reinsurers who are located overseas. We will try to tell you where those companies are located at the time of advising you. We do not trade, rent or sell your information.

If you don't provide us with full information, we can't properly advise you, seek insurance terms for you, or assist with claims and you could breach your duty of disclosure.

For more information about how to access the personal information we hold about you and how to have the information corrected and how to complain if you think we have breached the privacy laws, call our Privacy Manager on 1300 139 931 during business hours. You can also obtain information about our Privacy Policy from our web site at www.yib.com.au or ask us for a copy of our Privacy Policy.

What should you do if you have a complaint?

Contact us and advise us about your complaint. We will do our best to resolve it quickly and fairly. If your complaint is not satisfactorily resolved within 10 business days of us having full information on the matter, please contact the Compliance Officer on 1300 139 931.

We are a member of Financial Ombudsman Service (FOS). If your complaint cannot be resolved to your satisfaction by us, retail clients have the right to refer the matter to the FOS whose services are provided to you free of charge. FOS contact details as follows:

Financial Ombudsman Service

Level 12, 717 Bourke St, Docklands VIC 3000
GPO Box 3, Melbourne Vic 3001
Phone 1 800 367 287
Fax 03 9613 6399
Email info@fos.org.au
www.fos.org.au

Contact Information

**Your Insurance Broker Pty Ltd t/as
Your insurance Broker**
ABN: 90 825 731 321, AFSL 244335

CALOUNDRA

12 Baldwin St or PO Box 1444,
Caloundra Qld 4551
Telephone : 1 300 139 931
Facsimile: 07 5499 6622
Email: info@yib.com.au

What arrangements does Your Insurance Broker have in place to compensate clients for losses?

Your Insurance Broker has a professional indemnity (PI) insurance policy which 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.

Our PI policy meets the requirements of the Corporations Act (Cth), 2001.

Any other questions you might have...

If you have any further questions about the financial services and what it provides, please contact your broker or any of the team at Your Insurance Broker who will happy to assist you.

Please retain this document for your reference and any future dealings with Your Insurance Broker