



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

United Insurance Group Pty Ltd ABN 31 131 564 522

Suite 306, 365 Little Collins Street Melbourne VIC 3000

United Insurance Group Pty Ltd holds a current Australian Financial Services Licence No: 327131 and is responsible for the financial services that Your Authorised Representative provides to you. United Insurance Group Pty Ltd is also responsible for the content and distribution of this FSG. The distribution of this FSG by Your Authorised Representative is authorised by United Insurance Group Pty Ltd.

**This FSG sets out the services that I/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 I/we offer you.
- how I/we and others are paid.
- any potential conflict of interest I/we may have.
- our internal and external dispute resolution procedures and how you can access them.

**Statement of advice**

You will receive a statement of advice (**SOA**) whenever I/we provide you with advice, which takes into account your objectives, financial situation and needs. The SOA will contain the advice that I/we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This will enable you to make an informed decision about your insurance needs.

**Further information when personal advice is given**

I/We will provide you with further information whenever I/we provide you with advice, which takes into account your objectives, financial situation and needs. This information may include the advice that I/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 me/us to recommend an insurance policy for you, I/we will usually only consider the policies offered by the insurers or insurance providers that I/we deal with regularly. In giving you advice about the costs and terms of recommended policies I/we have not compared those policies to other policies available, other than from those insurers I/we deal with regularly.

**Product disclosure statement**

If I/we offer to arrange the issue of an insurance policy to you, I/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 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.



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**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. I/We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

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**How can I instruct you?**

You can contact me/us to give me/us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.

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

United Insurance Group Pty Ltd 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.

United Insurance Group Pty Ltd holds a current Australian Financial Services Licensee no: 327131. The contact details for United Insurance Group Pty Ltd are on the front of this FSG.

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**What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?**

United Insurance Group Pty Ltd is authorised to provide general product advice and deal in general insurance products under United Insurance Group Pty Ltd's Australian Financial Service Licence. I/We will do this on behalf of your broker unless I/we tell you otherwise.

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**Will I receive tailored advice?**

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

In some cases, I/we will not ask for any of this information. If I/we do not ask, or if you do not give us all of the information I/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 I/we give you, carefully before making any decision about an insurance policy.

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**What information do you maintain in my file and can I examine my file?**

United Insurance Group Pty Ltd maintains a record of your personal profile, including details of insurance policies that I/we arrange for you. United Insurance Group Pty Ltd may also maintain records of any recommendations or advice given to you. United Insurance Group Pty Ltd will retain this FSG and any other FSG given to you as well as any SOA or PDS that I/we give or pass on to you for the period required.

United Insurance Group Pty Ltd is and I/we are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of United Insurance Group Pty Ltd's privacy policy is available on request.

If you wish to look at your file please ask us. I/We will arrange for you to do so.

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**How will I pay for the services provided?**

Payment for the services I/we provide you are payable directly to United Insurance Group Pty Ltd. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. United Insurance Group Pty Ltd often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to United Insurance Group Pty Ltd by the insurers. In some cases, you will also be charged a fee. These will all be shown on the invoice that is sent to you.

You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay United Insurance Group Pty Ltd within the time set out on the invoice.

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

When you pay us your premium it will be banked into United Insurance Group Pty Ltd's trust account. United Insurance Group Pty Ltd will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with United Insurance Group Pty Ltd's arrangements with the insurer. United Insurance Group Pty Ltd will earn interest on the premium while it is in their trust account or United Insurance Group Pty Ltd may invest the premium and earn a return. United Insurance Group Pty Ltd will retain any interest or return on investment earned on the premium.

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

United Insurance Group Pty Ltd's commission will be calculated based on the following formula:

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

In this formula:

**X** = United Insurance Group Pty Ltd's commission

**Y%** = the percentage commission paid to United Insurance Group Pty Ltd by the insurer. United Insurance Group Pty Ltd's commission varies between 0% and 25% for most products & up to 40% for travel insurance

**P** = the amount you pay for any insurance policy (less any government fees or charges )

I/We will receive up to 93% of United Insurance Group Pty Ltd's commission.

United Insurance Group Pty Ltd does not and I/we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If United Insurance Group Pty Ltd does, United Insurance Group Pty Ltd will pay commissions to those people out of its commission or fees (not in addition to those amounts), in the range of 0% to 30% of its commission or fees.

If I/we arrange insurance products through Miramar Underwriting Agency Pty Limited (**Miramar**), United Insurance Group Pty Ltd may qualify for reward points under the Miramar rewards program. The number of points United Insurance Group Pty Ltd earns will depend on the premium paid to Miramar for the insurance products I/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.

If I/we give you personal advice, I/we will inform you of any fees, commission or other payments I/we, my/our associates or anyone referring you to me/us (or me/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.

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

UIG 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 - 2.0% 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.

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

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 United Insurance Group Pty Ltd receives from Steadfast.

Steadfast has a shareholding in Macquarie Premium Funding. If I/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 I/we place with Macquarie Premium Funding in any financial year, United Insurance Group Pty Ltd 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 I/we arrange premium funding for you United Insurance Group Pty Ltd may be paid a commission by the premium funder. I/We may also charge you a fee (or both). The commission that United Insurance Group Pty Ltd 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 United Insurance Group Pty Ltd become entitled to the commission.

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United Insurance Group Pty Ltd's commission rates for premium funding are in the range of 0% to 4% of funded premium. When I/we arrange premium funding for you, you can ask us what commission rates United Insurance Group Pty Ltd is 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 be set out in the premium funding contract.

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

1. Contact United Insurance Group Pty Ltd and tell United Insurance Group Pty Ltd about your complaint. United Insurance Group Pty Ltd will do its best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 10 days, please contact Trevor Howard on 03 8676 0344 or put your complaint in writing and send it to Trevor Howard at Suite 306, 365 Little Collins Street Melbourne VIC 3000. United Insurance Group Pty Ltd will try to resolve your complaint quickly and fairly.

United Insurance Group Pty Ltd 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 12, 717 Bourke Street, Docklands 3000 (street address) or GPO Box 3, Melbourne 3001 (mailing address), phone on 1300 780 808, fax 03 9613 6399, email [info@fos.org.au](mailto:info@fos.org.au) or website [www.fos.org.au](http://www.fos.org.au).

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#### **What arrangements are in place to compensate clients for losses?**

United Insurance Group Pty Ltd has a professional indemnity insurance policy (**PI policy**) in place. The PI policy covers United Insurance Group Pty Ltd and its representatives (including authorised representatives) for claims made against them by clients as a result of their conduct in the provision of financial services.

The PI policy cover me/us for claims relating to the conduct of former representatives who no longer work for United Insurance Group Pty Ltd.

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#### **Any questions?**

If you have any further questions about the financial services Your Authorised Representative or United Insurance Group Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with Your Authorised Representative or United Insurance Group Pty Ltd.

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