



FINANCIAL SERVICES GUIDE

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

Alliance Insurance Broking Pty Ltd
ABN 77 095 376 882 AFSL 244127

Address: Level 1, 280 Coventry Street
South Melbourne VIC 3205

Phone: +61 3 9647 0600

Email: email@allianceinsurance.com.au

Website: allianceinsurance.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.

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 1 August 2020 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 or email on the contact number or details mentioned on this page.

Who is responsible for the financial services provided?

Alliance Insurance Broking Services 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. Alliance Insurance Broking Services Pty Ltd holds a current Australian Financial Services Licensee no: 244127. The contact details for Alliance Insurance Broking Services Pty Ltd can be found on this page.

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

Alliance Insurance Broking Services Pty Ltd is authorised to advise, issue 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?

Alliance Insurance Broking Services Pty Ltd is authorised to provide you with general advice only and not with tailored advice. 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 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 and is also available on our website www.allianceinsurance.com.au.

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 insurer. 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 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). We may also charge a fee based on the nature of services provided. Any fees that we charge you will be based on the service we provide and will be a fair and reasonable amount according to industry standards.

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 0% and 30% of our commission or fees. Our employees that will assist you with your insurance needs will be paid a market salary only. Our Authorised Representatives are paid an amount based on the level of commission received by Alliance Insurance Broking Services Pty Ltd for insurance arranged on your behalf. 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?

Alliance Insurance Broking Services Pty Ltd 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 and 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 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 broker 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. 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 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% and 5% 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.

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 21 days, please contact us by email at email@allianceinsurance.com.au or by telephone on 03 9647 0600. Alternatively, you can put your complaint in writing and send it to us at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. Alliance Insurance Broking Services Pty Ltd is a member of the Australian Financial Complaints Authority ("AFCA"). If your complaint cannot be resolved to your satisfaction by us, you have

the right to refer the matter to AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA can be contacted at:

Address: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Telephone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

4. If you have a complaint about a policy that we arranged under a binder that can't be resolved to your satisfaction by us you have the right to refer the matter to AFCA at no cost to you.

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

Alliance Insurance Broking Services Pty Ltd has a professional indemnity insurance policy ("PI policy") in place.

The PI policy covers us, our employees and our representatives (including our Authorised Representatives) for claims made against us, our employees 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 not cover us for claims relating to the conduct of our employees and representatives who no longer work for us. This policy satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

Any questions?

If you have any further questions about the financial services Alliance Insurance Broking Services Pty Ltd provides, please contact us. Our contact details can be found at the front of this FSG.

Please retain this document for your reference and any future dealings with Alliance Insurance Broking Services Pty Ltd.



Phone: +61 3 9647 0600

Email: email@allianceinsurance.com.au

Website: allianceinsurance.com.au