



Honan
insurancegroup



Financial **Services Guide**

Melbourne

GPO Box 4747
Melbourne, VIC 3001

P: (+613) 9947 4333 **F:** (+613) 9947 4300

Sydney

PO Box R1782,
Royal Exchange, NSW 1225

P: (+612) 9299 0767 **F:** (+612) 9299 0747

Brisbane

PO Box 2153
Milton BC QLD 4064

P: (+617) 3368 3708 **F:** (+617) 3511 7258

This Financial Services Guide (FSG) sets out the services that Honan Insurance Group (HIG) 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 01/12/2010 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?

Instructions for coverage to be bound or any request of additions, deletions or changes, must be made directly to a licensed broker and followed up by post, fax or email.

Cooling off Period

A cooling off period may apply to an insurance policy issued to you as a retail client. During the period you may return the policy. Details of your cooling off rights will be included in the relevant PDS.

Who is responsible for the financial services provided?

HIG holds a current Australian Financial Services License (no: 246749). The contact details for HIG are on the front of this FSG.

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

HIG is authorised to advise and deal in general insurance products to retail and wholesale 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?

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 carefully read the warnings contained in any SOA, or any other warnings that we give you, before making any decision about an insurance policy.

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 enforcing our 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, www.honan.com.au. If you wish to look at your file please ask us. We will make arrangements for you to do so.

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. You can choose to pay by any of the payment methods set out on 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, the premium and government charges will be returned to you on a pro rata basis excluding any fee and/or commission charged/earned by us.

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).

Any fees that we charge you will be based upon our standard non refundable fees. All fees payable for our services will be advised to you at the time of providing the advice or service.

We may pay 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.

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.

Where we use distributors, we have authorised them to arrange insurances for you, but they cannot give you any advice. We pay our distributors between 0 and 30% of the commission received from the Insurer.

Our employees that will assist you with your insurance needs will be paid a market salary and may receive a bonus based upon the overall performance of the business.

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.

If we arrange premium funding for you we may be paid a commission by the premium funder. We may also charge you a fee. 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 4% of the 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.

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?

An entity associated with HIG is a shareholder of ATC Insurance Solutions Pty Ltd (ATC Insurance). They have exclusive arrangements with some insurers where they receive between 0 and 25% commission on the premium placed by us through ATC Insurance with those insurers. These payments are used to operate ATC Insurance.

HIG is a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 and 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

We participate in a program provided by Zurich under which we may obtain additional benefits by way of profit share, reward for growth and business support services. The amount of profit share (if any) is determined by Zurich in April of each year by reference to the combined results of the total motor and property portfolios placed by us with Zurich in the preceding calendar year. If actual accident year claims are less than target level claims for motor and property when combined, then we may become entitled to a percentage of that total, to be determined by Zurich. However, this is subject to the satisfaction by us of targeted growth in net written premium placed by us with Zurich. The reward for growth (if any) is also determined by Zurich in April of each year, on the basis that if we exceed the targeted growth in gross written premium placed by us with Zurich in the preceding calendar year, Zurich will pay us a percentage of the amount by which we exceed this target. In each year we are also entitled to the provision to us by Zurich, at its cost, of business support services to a value of \$5,000.

We have a binding authority with WR Berkley (WRB) and Chubb Insurance Company of Australia Ltd (CICA) under which we may qualify for profit share. The amount of the profit share (if any) is determined by WRB/CICA with reference to, premiums written less known claims and WRB/CICA management fees, within a policy year.

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 we will refer the matter to our Complaints Manager, alternatively you can 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.

HIG is a member of the Financial Ombudsman Services (FOS). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to the FOS. The FOS can be contacted at Level 12, 717 Bourke Street, Docklands VIC 3000 or on 1300 780 808, fax 03 9613 6399, email info@fos.org.au or www.fos.org.au.



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

HIG has a professional indemnity insurance policy (PI policy) in place. The PI policy covers us and our representatives (including our Authorised Representatives and Distributors) for claims made against us by clients as a result of the conduct of us, our employees or representatives in the provision of financial services.

Any questions?

If you have any further questions about the financial services HIG provides, please contact us. Please retain this document for your reference and any future dealings with HIG.