



Australian Financial Services Licence No: 253106

ACN: 059 310 904

FINANCIAL SERVICES GUIDE

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THIS FSG APPLIES FROM 1ST DECEMBER 2008

THE PURPOSE OF THIS GUIDE

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of our services and contains important information about:

- The services we offer you
- How we and our associates are paid
- Any potential conflicts of interest we may have
- What to do in the event of a complaint

RESPONSIBILITY FOR SERVICES PROVIDED

We hold a current Australian Financial Services Licence and are authorised to advise and deal in the full spectrum of general insurance products.

We are responsible for the financial services provided to you, including the distribution of this FSG.

In order to be granted and then retain our Licence we are required to meet stringent guidelines in areas such as: staff training, organisational competence, management expertise, financial control and compliance disciplines.

We have an ongoing requirement to maintain and enhance our professionalism to ensure that you receive fair and honest Financial Services from us.

WHO DO WE ACT FOR

Generally we operate as an underwriting agency and as such act of behalf of the insurer issuing the policy. In most cases we have authority to affect an insurance policy under binder arrangements which means we enter into the contract on the insurers' behalf.

We are also authorised under our Licence to advise and deal as a general insurance broker and therefore act on behalf of clients wishing to arrange insurance with underwriters. In these circumstances we act on behalf of the client and their interests in all matters.

We will advise you in what capacity we are acting.

OUR SERVICES

We offer a range of services to assist clients and their insurance brokers to protect the client's assets and guard against unexpected liabilities.

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HOW TO CONTACT US

You are able to contact us by phone, in writing, by fax, email or in person.

OUR PRODUCTS

We are licensed to deal in all classes of general insurance products including:

- public liability
- professional liability
- commercial/heavy motor
- aviation
- legal expenses
- contingency
- income protection
- accident and health
- affinity group schemes

RETAIL CLIENTS

Under the Corporation Act 2001 (The Act) Retail Clients are provided with additional protection from other clients. The Act defines Retail Clients as:

Individuals or a manufacturing business employing less than 100 people or any other business employing less than 20 people And that are purchasing the following types of insurance covers:

Motor vehicle, home building, contents, personal and domestic, sickness/accident/travel, consumer credit and other classes as prescribed by regulations.

Some of the information in this FSG only applies to Retail Clients and it is important that you understand if you are covered by the additional protection provided.

RETAIL CLIENT ISSUES

Normally we do not advise on financial products to our Retail Clients, if we do it is only General Advice and this General Advice does not take into account your particular needs and requirements and you should consider the appropriateness of this advice to your circumstances prior to acting upon it. A General Advice Warning will be given to you at the time of providing the advice.

As stated above it is not our normal practice to advise on financial products, however if we recommend a financial product to you we will give you a **Product Disclosure Statement** at that time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

If you are Retail Client dealing through an insurance broker any advice provided by the insurance broker is their responsibility and is not provided by WINSURE Insurance Group Pty Ltd.

WHAT WE EXPECT FROM YOU

To enable us to provide the right advice we need you to provide us with complete information about the risk(s) that you face and those that you want to be insured for.

You should also tell us about any relevant changes as they occur so that we can review your insurance needs accordingly.

Of course we also ask you to pay our invoices on time and complete all proposal forms honestly, accurately and return them to us by the required date.

PERSONAL INFORMATION

The Federal Privacy Act 2000 sets out standards for the collection and management of personal information. With your consent, we will only use your personal information for general insurance services.

COOLING OFF PROVISIONS

All Retail products are subject to a 14 day 'cooling off period'. This means that if you are not happy with the product, you have 14 days to withdraw from the contract at no cost to you.

COMPLAINTS

Clients not satisfied with our services should contact our Complaints Officer. We are members of the Financial Ombudsman Services Limited (FOS), a free consumer service.

Further information is available from our office, or contact FOS directly on 1300 780 808 or visit www.fos.org.au

COMPENSATION

We hold a Professional Indemnity Policy. This policy is designed to pay claims by Third Parties (including our clients) arising out of our Professional Negligence. The policy extends to covers us for work done for us by representatives/employees after they cease to work for us and satisfies the requirements for compensation arrangements under Section 912B of The Act

OUR SOURCES OF INCOME

When placing your insurance we usually receive a commission from the insurer. The amount varies between 0% and 15% of the base premium you pay. We retain the commission from the premium paid to us and remit the balance to the insurer. We also receive commission for each renewal and on variations requiring an additional premium. We usually charge you an administration fee or broker fee which will appear separately on your invoice.

Where a policy is cancelled before the period of insurance has ended we will usually retain the administration fee and return commission on any premium refund.

When we give you General Advice, full commission information (including dollar amounts) will provided on request.

We may receive additional remuneration from insurers with whom we have profit share or volume bonus arrangements. This remuneration is payable if we meet certain agreed sales and/or profitability targets set by the insurer. If we have profit share arrangements with an insurer that apply to a product we recommend to you, we will advise you of this at the time of making any such recommendation.

We retain the interest on premiums paid by you that are held in our trust account before paying the insurer.

If you pay by credit card we may charge you a credit card (incl. arrangement & handling) fee, which is disclosed and shown separately on our invoices, they are non refundable. This fee covers the cost of bank charges etc. associated with such facilities.

Premium funding products enable you to pay your premiums by installments. Premium funders do charge interest. We can arrange premium funding if you require it. We may receive a commission based on a percentage of the premium from the premium funder for doing so. We will tell you the basis and amount of any such payment if you ask us.

HOW OUR REPRESENTATIVES ARE PAID

Our employees do not receive any benefit directly from the sale of a product to you, they may receive bonuses payable based on the overall performance of our business.

Authorised Representatives acting under our licence may be paid a proportion of the commission we receive from the insurer ranging from 0% to 15%. Information regarding the income received by an Authorised Representative for a particular transaction is available upon request.

If a person has referred you to us or issued the policy or issues the policy on our behalf, we may pay them a part of any fees or commission received.

CONFLICTS OF INTEREST

As a business we have relationships with and receive income from various third parties as detailed in this FSG.

CONTACT AGREEMENT

To ensure that we provide you with appropriate products and services, you agree to us calling you at our discretion to discuss any new products and services. If you do not wish to receive such calls please advise us and we will place you on our Do Not Call Register.

FSG V2 12.08