

# Blackburn (Insurance Brokers) Pty. Ltd.

AFS Licence Number 234533 A.B.N. 87 959 564 826



*"When we arrange your insurance, you receive far more than an insurance policy. You have a dedicated support team who will advise you on the types of insurance needed for your protection and help you when you need it most ie. when you need to make a claim." That's the difference !!!*

128 Canterbury Road,  
Blackburn South, Vic 3130  
Tel: (03) 9878-8999  
Fax: (03) 9894-8951  
Website: [www.blackburnib.com.au](http://www.blackburnib.com.au)  
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## Financial Services Guide

This financial services guide (FSG) sets out the services that we can offer you and it is provided to retail clients who require motor vehicle insurance; home building or contents insurance; sickness and accident insurance; consumer credit insurance and travel insurance. 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 our associates are paid.
- any potential conflict of interest 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 we provide you with advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, which will enable you to make an informed decision about your insurance needs.

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 in the market place.

### Product disclosure statement

If we offer to arrange an insurance policy for you, we will also provide 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.

From when does this FSG apply?

This FSG applies from 15-Dec-2003 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 you instruct us?

You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned at the top of this page.

Do we have any relationships with the insurers who issue these policies or any other material relationships?

'We are a shareholder of Steadfast Group Limited. Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 - 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.' You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

ClientCode

What kinds of financial services are you authorised to provide?	Blackburn (Insurance Brokers) Pty.Ltd. is authorised to advise 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.
Will I receive tailored advice?	We may need information about your personal objectives, details of your current financial situation and other relevant information, so that we can arrange insurance policies for 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 you do not give us all the information 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 carefully 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 personal file which includes details of insurance policies that we arrange or issue for you. We also maintain records of any recommendations or advice given to you. We will retain a copy of this FSG and any other FSG given to you as well as any SOA that we give to you.  Our privacy policy ensures 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. If you wish to look at your file please ask us.
How will I pay for the services provided?	We usually receive a commission, which is paid to us by the insurers. In some cases we will also charge a fee. Details of these will be shown on the invoice that we send. You can pay by any method set out in the invoice. You are required to pay us within the time set out on the invoice.
How are commissions, fees or other benefits calculated for providing the financial services?	The commission rate does not represent our profit margin as it also reimburses us for administrative and other expenses we incur in providing our services. It also covers the cost of performing the distribution functions of the insurer such as data entry, marketing, annual renewal marketing, underwriting and claims services.  Our commission is calculated as a percentage of the base premium (ie the premium before any government charges are added eg. fire service levy, stamp duty and G.S.T.). The commission we earn will vary depending on the product, but will generally range from 7.5% to 22.5%.  We may charge you an additional fee on top of the premium when you enter into an insurance contract. We will inform you of the amount of any fee involved, but generally it would be between \$0.00 and \$50.00. The SOA will detail any fees, commission or other payments we will receive in relation to the policies that are the subject of that advice.
What should I do if I have a complaint?	Contact us about your complaint. We will do our best to resolve it quickly, but if it is not satisfactorily resolved within 21 days, contact the Complaints Officer on (03) 9878-8999 or send it to the complaints officer at: Blackburn (Insurance Brokers) Pty.Ltd. 128 Canterbury Road BLACKBURN SOUTH Vic 3130
	We will try and resolve your complaint quickly and fairly. We are also a member of the Insurance Brokers Disputes Limited (IBDL). If your complaint cannot be resolved satisfactorily you have the right to refer the matter to IBDL. IBDL can be contacted on 1800-064-169.
Any questions?	If you have any further questions about the financial services our company provides, please contact us.  It is important that you retain this document for your reference and any future dealings with this company.