



FINANCIAL SERVICE GUIDE

This Financial Services Guide is prepared and provided to you in accordance with the *Corporations Act 2001* and contains information designed to assist you in deciding whether to use any of the services offered by ACM Insurance Brokers Pty Ltd ("ACM").

This Financial Services Guide (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 to access them
- Arrangements we have in place to compensate clients for losses

ACM was first registered as Pinnacle Insurance Brokers Limited on the 6 September 2004 which subsequently became Austock Insurance Brokers Pty Ltd, a subsidiary of Austock Group Limited. ACM purchased the business from Austock Group Limited on 2 December 2013.

ACM holds an Australian Financial Services Licence, Number 281790 under the Corporations Act and our contact details are:

P.O. Box 6446,
St Kilda Road Central,
VICTORIA 8008

Phone: 03 90129720

Email: info@acmib.com.au

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 (PDS)

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 PDS, unless you already have an up to date PDS. The PDS is provided by the Insurance Company underwriting the insurance product and is intended to provide sufficient information to enable you to make an informed decision about whether to purchase their particular policy.


From when does this FSG apply?

This FSG applies from 30 June 2014 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 email on the contact number or details as above.

What advisory services are available to me?



As a licensee, ACM is authorised to deal in general insurance products to wholesale and/or retail clients. We undertake this for you as your insurance broker unless we advise you otherwise.

However, we are committed to providing sound advice based on your needs and on the information you provide us combined with our knowledge of the insurance market. The services we provide, include:

- revision of your insurance needs
- placement and renewal of your insurance policies
- seeking alternate premium quotations and advising on product comparisons
- claims assistance

Will I receive tailored advice?

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

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 SOA or 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. A copy is also available on our website, www.acmib.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. Our total commissions are usually between 0% and 25% as a percentage of the base premium (before government charges).

In certain circumstances, we may rebate any commissions and charge a fee for our services which will be negotiated with you at the time. All agreed fees will all be shown on the invoice that we send you. You can choose to pay the invoice and/or fees 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.

Generally, we do not charge separately for our advice. However, we may charge an hourly rate or a flat fee for certain specialist advice or portfolio monitoring, but any fees will be disclosed and agreed with you when discussing your request.

All premium payments received are banked into a separate trust account and we will receive interest from this account.

To assist, if required, we are able to arrange premium funding whereby you can pay your premiums in instalments. Interest is payable to the provider.



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 14 days, please contact the Complaints Officer on 03 90129720 or 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.
3. ACM Insurance Brokers 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 the FOS. The FOS can be contacted at:

Street Address: Financial Ombudsman Service,
Level 12, 717 Bourke Street,
Docklands 3008

Mailing address Financial Ombudsman Service,
GPO Box 3, Melbourne, VIC 3001

Ph — 1300 780 808
Fax — 03 9613 6399
Email — info@fos.org.au
Website — www.fos.org.au