

The Terms of Engagement used will depend upon the complexity and nature of the client and the services which the NIBA member provides. The following example can be adapted to suit members' particular needs.

In regard to General Insurance policies arranged, Pro-Insure Pty Ltd will act on your behalf as an insurance broker.

Our Services

As your insurance broker, we will provide the following services;

Pre-placement services

- Help you identify and assess your risks and develop a proposal to submit to a potential insurer/insurers;
- Providing advice on risk mitigation and management strategies;

Insurance placement and premium financing

- Seek insurance quotes (for more information on how we will seek quotes see "Approaching the Market")
- Negotiate policy coverage and policy renewal annually or as otherwise agreed in your service plan
- Seek to bind coverage where you have authorised us to do so (except in urgent circumstances where unless you instruct otherwise, we may choose to bind insurance on your behalf if we consider that is in your best interests)
- Obtain and provide a quotation for premium funding

Post-placement services

- Prepare and manage claims if an insured event occurs
- Advocate on your behalf during the claims process
- Facilitate policy changes and/or cancellations as per your instructions

Approaching the market

We will seek quotes from the broader general insurance market before making a recommendation. We have arrangements with multiple insurers and underwriters, which enables us to find the right insurance product for you.

Remuneration

In return for the services we provide, we will receive a commission usually between 10% and 30% per cent of the premium paid (excluding relevant taxes, charges and levies) which is paid to us by the insurer and a fee, payable by you.

Policy Cancellation

If a cover is cancelled before the expiry of the period of insurance, we reserve the right to refund to you only the net return premium we receive from the insurer and not refund any part of the brokerage and/or broker fee we receive for arranging the cover. A broker fee may be charged to process the cancellation.

Payment Terms

You are required to pay outstanding premiums to Pro-Insure Pty Ltd prior to the due date of your policy or within the time set out on our invoice.

Our advice to you

When making a recommendation, we will not take into consideration your personal objectives, financial situation or needs. Before taking any action, you should consider whether the advice we have provided is appropriate to you having regard to your individual circumstances. Clients should obtain and read the relevant product disclosure statements before making a decision.

Period of Engagement

Unless we agree otherwise, our appointment is for the period of insurance as stated in your policy documents commencing the due date

of the policy. This appointment may be cancelled by the Insured in writing with 30 day's notice.

We also provide you with a Financial Services Guide (FSG). This document contains important information about our relationship with you such as

- Our status as a licensed financial services provider;
- disclosure obligations on your part and ours;
- potential conflicts of interest that we have in our dealings with insurers and other service providers;
- professional indemnity insurance arrangements;
- internal and external complaints resolution procedures
- details of our privacy policy

We will notify you of any changes to terms of trade or services provided.

Your duty of disclosure for Wholesale Contracts of Insurance

Before you enter into an insurance contract, you have a duty to tell us anything that you know, or could reasonably be expected to know, may affect our decision to insure you and on what terms.

You have this duty until we agree to insure you.

You have the same duty before you renew, extend, vary or reinstate an insurance contract.

You do not need to tell us anything that:

- reduces the risk we insure you for; or
- is common knowledge; or
- we know or should know as an insurer; or
- we waive your duty to tell us about.

Your duty of disclosure for Retail Insurance Contracts

Before you enter into an insurance contract, you have a duty of disclosure under the *Insurance Contracts Act 1984*.

If we ask you questions that are relevant to our decision to insure you and on what terms, you must tell us anything that you know and that a reasonable person in the circumstances would include in answering the questions. You have this duty until we agree to insure you.

You have the same duty before you renew, extend, vary or reinstate an insurance contract.

Upon renewal of this policy, we may give you a copy of anything you have previously told us and ask you to tell us if it has changed. If we do this, you must tell us about any change or tell us that there is no change.

If you do not tell us about a change to something you have previously told us, you will be taken to have told us that there is no change.

You have this duty until we agree to renew the contract.

If you do not tell us something – which applies to both Wholesale & Retail Contracts of Insurance

If you do not tell us anything you are required to tell us, we may cancel your contract or reduce the amount we will pay you if you make a claim, or both.

If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

Claims Procedure

- Any occurrence likely to give rise to a claim should be reported immediately to this office.
- Our Invoice and this report will provide you with brief details of the scope of the cover and deductible (s), if any, applying to particular policies.
- A completed Claim Form is generally required and should be completed as soon as possible after the event.
- Do not admit Liability to a Third Party for loss or damage or injury. Merely inform them that the matter is being investigated.
- For small losses, Insurers will generally not appoint a Loss Adjuster. We suggest in these cases you obtain two repair and/or replacement quotations.
- You are permitted to undertake reasonable measures to protect damaged property against further losses or damage.
- Our office will advise you on the correct procedures to follow for all types of claims.

Notifiable Events

Please inform our Office of developments which may have a material effect on the Underwriting of your insurances. For example:

Purchase, construction or occupancy of new premises, alteration, vacation, temporary occupancy, extension or demolition of existing

premises. Please contact us prior to calling for tenders or signing Contracts, so we can advise on insurance requirements.

- Increase in values in excess of limits specified for building, plant, stock, removal of debris, loss of rent and loss of profit.
- Removal of Stocks or Equipment to new locations.
- Hire, lease or borrowing of equipment.
- Liabilities assumed under Contracts or Agreements.
- Granting of Indemnities or Hold-Harmless Agreements.
- Changes in processes, Occupancy or products.
- Proposed installation of pressure plant or new key machines, or hazardous storage.
- Alteration, modification or disconnection of fire or burglary protection systems.
- Advice of use of aircraft or waterborne craft (except in the course of public transport).

Note

Insurers may repudiate claims in the events of non-disclosure of material facts being facts, which if known to the Insurer, would influence his judgement in the acceptance of the risk or in fixing the rate of premium to be charged. Previous claims history is probably the most material of facts and the points mentioned in A-J above would also come within the category.

Claims

Any occurrence likely to give rise to a claim should be reported immediately.

What is Professional Negligence?

All professionals have a duty of care to their clients under contract and to third parties under common law.

Where a person claims to have specific experience in a particular area, that person is expected to exercise that expertise at an appropriate level. Professional negligence arises when a person suffers a loss as a result of the negligent acts, errors or omissions of a professional. Negligence being the performance of duties at a less than appropriate level.

Uninsured Risks

One of our roles as your insurance adviser is to highlight areas where you may have an exposure to loss but are presently uninsured.

To assist you, we have set out on the following pages some of the various classes of insurance presently available, together with a brief explanation on each. Some of these classes we may have already arranged insurance for on your behalf, but there are many more that could still apply to your business.

This list is not exhaustive and does not include all types of policies available in the various insurance markets. Availability of some classes may be subject to market conditions at the time.

Although many of these insurance policies may not be appropriate to your needs today, your circumstances may change and so we recommend that you review this list regularly to ensure that you remain comfortable carrying any uninsured exposures. Naturally, you are invited to call us anytime and unless we hear from you we shall assume you do not require any further review or information regarding uninsured risks at this time.

For ease of reference, we have split this list into four headings:

- Asset Risks Protection
- Income and Other Financial Exposures
- Liability Risks and Exposures
- People Exposures and Protection

Asset Risk Protection

CLASS	BRIEF DESCRIPTION	CLASS	BRIEF DESCRIPTION
Aviation Hull	Loss of or damage to aircraft and related equipment.	Householders	Loss or damage to residential premises and their contents.
Boiler Explosion	Damage to registered boilers by explosion, overheating, collapse.	Industrial Special Risks	Fire and Perils and Accidental Damage to fixed assets.
Burglary	Theft of property following forcible and violent entry to premises.	Jewellers Block	Loss or damage to stock of precious metals and gems.
Contract Works	Loss or damage to the project during construction.	Livestock and Bloodstock	Loss following death or loss of use of valuable animals.
Contractors' Plant & Machinery	Loss or damage to unregistered mobile plant, drilling rigs and the like.	Machinery Breakdown & Deterioration of Stock	Cost to repair following mechanical or electrical breakdown of plant and equipment. Cover also available for deterioration of stock resulting from breakdown.
Corporate Travel	Costs following accident or illness whilst travelling.	Marine Builders Risk	Loss or damage to vessels during construction, testing and commissioning and delivery.
Crop	Fire or hail damage to cash crops.	Marine Cargo	Damage to goods while in transit.
Electronic Equipment	Material damage and loss of data following breakdown or malfunction.	Marine Hull	Damage to private and commercial vessels and related equipment.
Extended Warranty	Extensions to warranty periods of products.	Motor	Loss or damage to registered vehicles.
Fire and Perils	Damage to fixed assets caused by a range of nominated risks.	Personal Valuables	Loss or damage to jewellery, works of art and other valuables.
Glass	Damage to fixed glass.	Political Risks	Expropriation of overseas assets by Government or local authorities.
Landlords	Loss or damage to residential rented premises and their contents.	Farm Pack	Farm risks including property, liability and motor.

Income and Other Financial Exposures

CLASS	BRIEF DESCRIPTION	CLASS	BRIEF DESCRIPTION
Accounts Receivable	Loss due to irrecoverable debts following destruction or theft of debtors' records.	Fidelity Guarantee	Losses due to the dishonesty of employees.
Advance Consequential Loss	Loss of future earnings and increased expenses following delayed completion of a project caused by damage.	Intellectual Property	Legal expenses incurred to defend patent, trademark, copyright etc.
Bonds Performance Guarantee	An alternative to bank guarantee.	Kidnap, Ransom and Extortion	Monies paid following kidnap of staff or family or threats of damage to assets.
Business Interruption	Loss of income and increased expenses due to damage to fixed assets.	Machinery Breakdown Profits Increased	Loss of income and expenses following breakdown of key plant and equipment.
Cancellation and abandonment	Cover is provided for loss of income and additional expenses incurred due to occurrences such as adverse weather conditions or non-appearance of performers for many reasons, including death or illness.	Marine Profits	Loss of income and increased expenses following marine transit material damage claims.
Commercial Legal Expenses	The reimbursement of legal costs in either defending or pursuing legal action in areas of contract, employment, criminal, property, patent and copyright, motor and trade practices (both civil and statutory).	Money	Loss or damage to cash, cheques, negotiable instruments.
Computer Breakdown	Profits – Loss of income and increased expenses following mechanical and electronic breakdown of computer equipment.	Product Tamper	Loss of net profit, recall and other expenses following product tampering.
Computer Crimes	Loss of funds following tampering with computer systems.	Strike	Additional expenses incurred following labour disturbances.
Credit Insurance	Protection for insured debts following insolvency of a debtor and can be tailored to cover any single or group of specific debtors or a blanket cover over all debtors.	Takeover Defence	Expenses to successfully defend a takeover of a public company.
Export Credit	Provides exporters with cover for default by customers or default due to political interference.	Audit & Investigation	Expenses due to unexpected audits required by any statutory body, including Australian Tax Office.

Liability Risks and Exposures

CLASS	BRIEF DESCRIPTION	CLASS	BRIEF DESCRIPTION
Airport Operators	Bodily injury and property damage arising from the operation of a licensed airport.	Professional Indemnity or Error and Omissions	Liability for negligent services performed or advice given to clients.
Association Liability	Provides indemnity to those who hold positions on management committees incorporated organisations against negligent acts, errors or omissions.	Forged Transfers	Damages and expenses following negligence in share registry.
Aviation Liability	Bodily injury and property damage arising from the operation of an aircraft.	Marine Liability	Bodily injury and property damage arising from: Operation of vessels Carriers liability Ship repair activities Charterers liability Container liability Stevedore liability
Defamation	Damages following libel and slander.	Motor – CTP	Bodily injury arising from registered vehicles (separate insurance not applicable in Western Australia).
Directors & Officers Liability	Damages following a wrongful act committed by the directors or officers of a company.	Product Recall Expenses	Expenses incurred in the recall of defective products.
Statutory Liability	Payment of fines following inadvertent breach of legislation i.e. OH&S.	Professional Indemnity	Damages arising from the professional activities of an organisation.
Employers Liability Accident Make-up Pay	Pays “Gap” between Workers’ Compensation Act benefits and actual weekly pay.	Broadform Public & Products	Bodily injury and property damage arising from business.
Employment Practices Liability	Liability for employment related issues such as wrongful dismissal, sexual harassment and discrimination.	Liability	Activities and from products manufactured, imported or sold.
Extra Territorial Workers’ Compensation	For employees working interstate or overseas.	Trustees Liability	Damages following mismanagement of superannuation funds by trustees.
Environmental Impairment Liability	Bodily injury and property damage following gradual pollution.	Umbrella Liability	Provides cover in excess of standard Broadform Liability policies, including Motor Third Party, but also provides blanket cover for many areas excluded by those policies.
Management Liability	Incorporates Directors & Officers Liability insurance, Employment Practices Liability and in some cases Professional Liability.	Labour Hire Liability	Specialist liability policy for labour hire industry.
Cyber Insurance	Provides cover for breach of privacy legislation, loss of income, hacker damage and cyber extortion.		

People Exposure and Protection

This part of the Uninsured Risk Checklist is provided for information purposes only. Please tell us if you would like advice about your life insurance needs and we will arrange for our life advisor to contact you.

CLASS	BRIEF DESCRIPTION	CLASS	BRIEF DESCRIPTION
Group Life Cover	Provides a group of people with cover for death or disability at much lower rates than can be provided individually.	Partnership and Shareholder Protection	Provides a package designed to protect the surviving shareholders in the event of the death or disability of a principal.
Consumer Credit	Personal Accident and Unemployment Insurance to protect financial loans.	Personal Accident & Illness	Death or disability following an accident or illness (cancellable contract).
Journey Cover	Injury to employees solely and directly occurring whilst in direct travel to and from work. (Important cover in states where there is no cover under Workers’ Compensation e.g. Western Australia).	Income Protection	Provides cover in the event a person is unable to follow their chosen occupation, (a non-cancellable contract).
Key Man	Financial loss following death or disablement of key personnel.	Salary Continuance	Provides cover for continuation of employees’ salaries after sick leave has been exhausted.
Loss of Licence	Lost income when an income producing licence cannot be maintained as a consequence of disability.	Travel and Expatriate Cover	Medical and repatriation expenses following injury while travelling or working overseas.
Major Trauma Cover	Provides lump sum on money following diagnosis of specified major personal health conditions.	Workers’ Compensation	Statutory policy to cover employees injured whilst working or become ill due to work related conditions.

The objective of this policy is to assist us to comply with the Privacy Act 1988 (Cth) in our dealings with insureds and other people. The Act is designed to protect individuals' personal information. It does this by restricting the ways in which personal information may be used. Complying with the Privacy Act helps us to enhance our client service.

At Pro-Insure Pty Ltd (Pro-Insure) we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. This Privacy Policy describes our current policies and practices in relation to the collection, handling, use and disclosure of personal information. It also deals with how you can complain about a breach of the privacy laws and how you can access the personal information we hold and how to have that information corrected.

What is personal information?

Personal information is information or opinion about an individual whose identity is apparent or can easily be ascertained from the information or opinion.

What is sensitive information?

Sensitive personal information is information or opinion about a person's racial or ethnic origin, political opinions, membership of a political, trade or professional association or a trade union, religious or philosophical beliefs or affiliations, sexual preferences, criminal record or health, genetic or biometric information.

What information do we collect and how do we use it?

When we arrange insurance on your behalf, we only ask you for the information we need and we only use the information that we collect for the primary purpose(s) for which we collect it. These are:

- Providing quotes for insurance cover (including obtaining risk carrier confirmation where necessary);
- Issuing insurance policies;
- Handling claims under insurance policies;
- Providing information about insurance matters;
- Dealing with brokers, risk carriers and reinsurers; and
- Operating our business.

This can include a broad range of information ranging from your name, address, contact details, age to other information about your personal affairs including your financial situation, health and wellbeing.

Insurers may in turn pass on this information to their reinsurers. Some of these companies are located outside Australia. For example, if we seek insurance terms from an overseas insurer (e.g. Lloyd's of London), your personal information may be disclosed to the insurer. If this is likely to happen, we inform you of where the insurer is located, if it is possible to do so.

When you make a claim under your policy, we assist you by collecting information about your claim. Sometimes we also need to collect information about you from others. We provide this information to your insurer (or anyone your insurer has appointed to assist it to consider your claim, e.g. loss adjusters, medical brokers etc.) to enable it to consider your claim. Again this information may be passed on to reinsurers.

What if you don't provide some information to us?

We can only fully arrange your insurance or assist you with a claim, if we have all relevant information. The insurance laws require you to provide us with the information we need in order to be able to decide whether to insure you and on what terms. You have a duty to disclose the information which is relevant to our decision to insure you.

When do we disclose your information overseas?

If you ask us to seek insurance terms we may place your business with Lloyd's of London or an Overseas Insurer located outside Australia. They will require you to disclose information to them to enable them to make a decision about whether to insure you.

We will tell you at time of arranging your insurance if the Insurer is overseas and in which country the insurer is located. If the insurer is not regulated by laws which protect your information in a way that is similar to the Privacy Act,

we will seek your consent before disclosing your information to that insurer.

Disclosing personal information on applications for insurance with Lloyd's of London, or with Insurers that operate within the companies market, will be permissible because the EU data protection laws provide comprehensive protection for the personal information of insureds which is similar to the APPs and you can pursue your rights if there is a failure to comply with those laws.

Australian and overseas insurers acquire reinsurance from reinsurance companies that are located throughout the world, so in some cases your information may be disclosed to them for assessment of risks and in order to provide reinsurance to your insurer. We do not make this disclosure, this made by the insurer (if necessary) for the placement for their reinsurance program.

How do we hold and protect your information?

We strive to maintain the reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

We hold the information we collect from you in a working file, which when completed is securely stored. We use a professional paper destruction company to destroy unwanted paper. In some cases, your file is archived and sent to an external data storage provider for a period of time. We only use storage providers located in Australia who are also regulated by the Privacy Act.

We ensure that your information is safe by protecting it from unauthorised access, modification and disclosure. We maintain physical security over our paper and electronic data and premises, by using locks and security systems. We also maintain computer and network security; for example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to computer systems where your information is stored.

Will we disclose the information we collect to anyone?

We do not sell, trade, or rent your personal information to others.

We may need to provide your information to contractors who supply services to us, e.g. to handle mailings on our behalf, external data storage providers or to other companies in the event of a corporate sale, merger, re-organisation, dissolution or similar event. However, we will take reasonable measures to ensure that they protect your information as required under the Privacy Act.

We may provide your information to others if we are required to do so by law, you consent to the disclosure or under some unusual other circumstances which the Privacy Act permits.

How can you check, update or change the information we are holding?

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate, irrelevant, out of date or incomplete.

If you wish to access or correct your personal information, please write to our Privacy Officer at Pro-Insure Pty Ltd, as he is responsible for all matters to do with privacy.

We do not charge for receiving a request for access to personal information or for complying with a correction request. Where the information requested is not a straightforward issue and will involve a considerable amount of time, then a charge will need to be confirmed for responding to the request for the information.

In some limited cases, we may need to refuse access to your information, or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

What happens if you want to complain?

If you have concerns about whether we have complied with the Privacy Act or this Privacy Policy when collecting or handling your personal information, please write to our Privacy Officer at Pro-Insure Pty Ltd, P O Box 201 Sanctuary Cove Queensland, 4212.

Your complaint will be considered by us through our Internal Complaints Resolution Process. We will acknowledge your complaint within 24 hours, and we will respond with a decision within 30 days of you making the complaint. If we need to investigate your complaint and require further time, we will work with you to agree to an appropriate timeframe to investigate. We will provide you with information concerning referring your complaint to the Australian Financial Complaints Authority if we cannot resolve your complaint.

Your consent

By asking us to assist with your insurance needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

Website information and content.

The information provided on this website does not cover all aspects of the law on the relevant subject matter. Professional advice should be sought before any action is taken based upon the matters described and discussed on this site.

To the extent permitted by law, we make no representations about the suitability of the content of this site for any purpose. All content is provided without any warranty of any kind. We disclaim all warranties and conditions with regard to the content, including but not limited to all implied warranties and conditions of fitness for a particular purpose, title and non-infringement.

We will not be liable for any damages or injury caused by, including but not limited to, any failure of performance, error, omission, interruption, defect, delay in operation of transmission, computer virus, or line failure. To the extent permitted by law we will not be liable for any damages or injury, including but not limited to, special or consequential damages that result from the use of, or the inability to use, the materials in this site.

We believe the content of this site to be accurate, complete and current; however there are no warranties as to the accuracy, completeness or currency of the content. It is your responsibility to verify any information before relying on it.

The content of this site may include technical inaccuracies or typographical errors.

We reserve the right to modify the content of this site from time to time.

Anonymous data

We use technology to collect anonymous information about the use of our website, for example when you browse our website our service provider logs your server address, the date and time of your visit, the pages and links accessed and the type of browser used. It does not identify you personally and we only use this information for statistical purposes and to improve the content and functionality of our website, to better understand our clients and markets and to improve our services.

Cookies

In order to collect this anonymous data we may use "cookies". Cookies are small pieces of information which are sent to your browser and stored on your computer's hard drive. Sometimes they identify users where the website requires information to be retained from one page to the next. This is purely to increase the functionality of the site. Cookies by themselves cannot be used to discover the identity of the user. Cookies do not damage your computer and you can set your browser to notify you when you receive a cookie so that you can decide if you want to accept it. Once you leave the site, the cookie is destroyed and no personal or other information about you is stored.

Forms

Our Website allows visitors to submit information via Self-Service forms (Claim Forms, Employment and Contact request). The information submitted

via the Forms is **not** encrypted – an option is available for claim forms to be downloaded in PDF format for faxing. Should you be concerned about confidentiality of the claim information, this would be the recommended method.

Information collected via on-line forms is sent to our offices via EMAIL (not encrypted) and is also stored on a database which is accessible by Pro-Insure staff only (password protected).

We also use your information to send you requested product information and promotional material and to enable us to manage your ongoing requirements, e.g. renewals, and our relationship with you, e.g. invoicing, client surveys etc.

We may occasionally notify you via direct marketing about new services and special offers, events or articles we think will be of interest to you. We may send you regular updates by email or by post on insurance matters. If you would rather not receive this information or do not wish to receive it electronically, email or write to us.

We may use your information internally to help us improve our services and help resolve any problems.

Tell us what you think

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact our Privacy Officer on telephone number 07 5500 3500.

Who provides the services described in this Financial Services Guide (FSG)?

Pro-Insure Pty Ltd - ABN 64 128 404 482 - AFS Licence No. 452548

What are our contact details?

1H Jabiru House, 1 Masthead Way, Sanctuary Cove QLD 4212
Telephone: 07 5500 3500
Facsimile: 07 5500 3599
Email: info@proinsure.com.au Website: www.proinsure.com.au

From when does this FSG apply?

This FSG applies from 1st July 2021 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 in this FSG.

About us

Pro-Insure Pty Ltd is an advisory firm holding an Australian Financial Services Licence under the Corporations Act 2001 and is authorised to provide advice and deal in general insurance products to wholesale and retail clients.

We are members of the:

- **National Insurance Brokers Association (NIBA)** and we subscribe to the Insurance Brokers' Code of Practice.
- **Steadfast Group Ltd**, which is a group of insurance brokers working together to increase their buying power on behalf of their clients.
- **Council of Queensland Insurance Brokers (CQIB).**

Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you.

Pro-Insure are not independent, impartial, or unbiased, pursuant to section 923A of the Corporations Act because:

- We may receive remuneration, commission, gifts, or other benefits when we provide personal advice to you in relation to insurance products and other financial products.
- We may have associations or relationships with issuers of insurance products and other financial products.

Further information about these benefits and relationships is set out in this Financial Services Guide. If you have any questions about this information, please ask us.

What information is in this FSG?

This FSG contains important information and is designed to assist you in deciding whether to use any of our services; however, if you have any questions, please contact us. The following key information is provided in this FSG:

- 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 our clients for losses.

Our Services

We are committed to providing informed advice based on your specific needs and our market knowledge. Our range of services includes:

- Developing a plan to protect your assets and legal liabilities.
- Reviewing and advising on your general insurance needs
- Arranging and renewing insurance policies for you
- Arranging Premium Funding at your request
- Assisting and managing your insurance claims

To ensure we provide advice that is appropriate to your circumstances, we need you to provide us with detailed information about the risk(s) to be insured, your needs and objectives and financial position. You should also tell us about any change in your circumstances as soon as they occur.

The advice and documents we give to our clients

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).

Where General Advice is given, information about remuneration will be provided to you upon request.

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 for 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 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.

How can I instruct you?

You can contact us with your instructions by post, phone, fax or email on the contact number or details mentioned on the first page of this FSG.

Who is responsible for the financial services provided?

Pro-Insure 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. Pro-Insure Pty Ltd holds a current Australian Financial Services Licence No: 452548. Our contact details are shown at the top of 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?

Pro-Insure 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?

Maybe, but 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 and give you advice about your insurance needs. We will only 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 Statement of Advice, 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 any changes in your circumstances.

What information do you maintain in my file and can I examine my file?

Pro-Insure Pty Ltd maintains a record of your personal profile, including details of insurance policies that we arrange 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 are given or passed on to you for the period required by law.

Pro-Insure Pty Ltd is 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 upon request. A copy is also available on our website [by clicking here](#). If you wish to look at your file please ask us and we will make arrangements for you to do so.

Interest of other parties

Some insurance contracts do not cover the interest in the insured property or risk of anyone other than the parties named in the contract. An example of this is where a property is jointly owned or subject to finance but the contract only names one owner or does not name the financier. You should tell us about anyone or any legal entity that has an interest in the property or risk insured so that we can ensure they are noted on the policy.

Waiver of rights and disclaimers

Some insurance policies limit or exclude claims where the insured has limited or waived their rights to recover a loss from the person who was responsible for causing the loss. You should not sign any agreement that modifies or limits your rights of recovery from another party. Whenever you are asked to sign such a disclaimer, you should first seek our advice.

How will I pay for the services provided?

For each insurance product the insurer will charge a premium plus 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. 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 period 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 may also retain commission depending on our arrangements with the insurer, or we may 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?

If we receive commission it will be calculated based as a percentage of the premium you pay before stamp duty, GST and other charges are added. This commission does not increase the cost to you.

This commission may vary between 0% and 30% of the total that you pay depending on the type of policy. If we give you a Statement of Advice, we will show in that document any commission or other payments we will receive in relation to the policies that are the subject of the advice. If we charge you a broker fee, this will be shown separately on our invoice to you.

We do not often pay any commissions, fees or benefits to others who refer you to us (or refer us to an insurer). This commission may vary up to 70% of the income that we earn depending on the type of policy. If you purchase a retail policy and we give you personal advice, we will inform you of the commission, fees or any other benefits that we pay.

Our employees that will assist you with your insurance needs will be paid a market salary, or commission which may include, for the policies we arrange for you, a small percentage of our commission or fees.

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.

Cancellation

You may cancel a policy of insurance before expiry date, provided that the parties to the contract request cancellation in writing. You should be aware that penalties may apply to any mid-term cancellation and your insurer may be entitled to calculate any refund on a basis other than pro-rata. There may also be cancellation charges that apply. Please note, some insurance policies do not allow a refund of premium upon cancellation of a policy.

Council of Queensland Insurance Brokers Inc

Pro-Insure Pty Ltd is a member of the Council of Queensland Insurance Brokers Inc (CQIB). CQIB may receive royalties and/or sponsorship from financial product and service providers, depending on the continued support of the products by members. Sponsorship allows the product issuers/service providers the opportunity to promote their product range to CQIB members. CQIB also receives sponsorship from financial product issuers and other service providers, for its annual convention and monthly member meetings.

Funds received from royalties and sponsorship help meet the cost of the annual convention and member meetings, for running the CQIB secretariat and to provide members' Education Programs. The Education Programs offer opportunities to enhance the skills and knowledge of members' representatives so that they can provide informed advice to their clients.

Steadfast Group Ltd

Pro-Insure Insurance Brokers 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 – 2% 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 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 Network Brokers for a fee.

You can obtain a copy of the Steadfast FSG at www.steadfast.com.au

Premium Funding

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 and 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 % to 2% 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 may be available to you. The amount of our commission and any fee that we charge will be set out in the premium funding contract.

What should I do if I have a complaint?

If you are not entirely satisfied with the services we provide, you can contact our Complaints Manager who will attempt to resolve any issues within 20 days. Pro-Insure 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 the AFCA.

AFCA can be contacted at:

Australian Financial Complaints Authority,

GPO Box 3, Melbourne 3001

Ph - 1800 931 678

Fax - 03 9613 6399

Email - info@afca.org.au

Website – www.afca.org.au

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

Pro-Insure Pty Ltd has a Professional Indemnity Insurance Policy (PI policy) in place. Our PI policy covers us and our representatives for claims made against us 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 cover us for claims relating to the conduct of representatives who no longer work for us.

Legal Advice

Our duty as insurance brokers does not extend to giving legal advice. You should consult your legal adviser when you need advice on legal matters.

Any questions?

If you have any further questions about the financial services that Pro-Insure Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with us.

Date Issued: 1st July 2021