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IBG INSURANCE BROKERS PTY LTD ABN 29 698 122 167 AFS Licence 323671

Financial Services Guide

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 conflict of interest we may have
- What to do in the event of a complaint

Lack of Independence

We are not independent, impartial or unbiased because we receive commissions from the underwriters that we place your insurance with and we retain that commission to operate our business.





Responsibility For Services Provided

IBG Insurance Brokers Pty Ltd trades as IBG Insurance Brokers. We hold a current Australian Financial Services Licence (No: 323671) to provide general insurance broking services. We are authorised to advise and deal in the full spectrum of general insurance products.

IBG Insurance Brokers Pty Ltd is responsible for the financial services provided to you, or through you to your family members, 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 advice and Financial Services from us.

Who Do We Act For

We usually act on your behalf and in your interests in all matters. In some situations, it may be more appropriate for us to access insurance arrangements or manage claims where we act as the agent of the insurer. If and when this situation arises we will clearly explain and highlight this to you.

Personal Information

The Privacy Act 1998 sets out the standards for the collection and management of personal information. With your consent, we will only use your personal information in relation to general insurance services. Further information on this is available upon request.

Retail Clients

Under the Corporation Act 2001 (The Act) Retail Clients are provided with additional levels of protection from other insurance purchasers. 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 being provided a financial service or product that relates to the following 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 whether you are covered by the additional protection provided.

Retail Client Issues

Typically our Retail Clients are only given General Advice. 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.

If you are a Retail Client purchasing Personal Accident or Sickness Insurance and obtain Personal Advice, advice that takes into account your personal circumstances, we will give you a Statement of Advice (SOA) that sets out the advice provided and the basis on which the advice is made and our remuneration should you purchase the product. When you ask us to recommend an insurance policy to you we will usually only consider the policies offered by insurers or insurance providers that we deal with regularly and in giving you advice about the costs and terms of recommended policies we do not compare those policies to other policies available other than from those insurers we deal with regularly.

If we recommend the purchase of a particular financial product we will give you a Product Disclosure Statement which sets out the details specific to that product and the key benefits and risks in purchasing the product.





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. This should include information about your situation, needs and objectives. You should also tell us about any relevant changes as they occur so that we can review your insurance needs accordingly.

If we do not have your complete information, we will be unable to properly review your circumstances, limiting our ability to give you the right advice. In such cases you should assess the appropriateness of our advice to your needs before acting on it. Of course we also ask you to pay our invoices on time and complete all proposal forms honestly, accurately and most importantly return them to us by the required date.

Claims

We will try and take the pain out of the claims process by assisting and advising you in regard to the scope of cover and explaining how the claims process works. We will promptly forward to you all claims documentation, settlement cheques and other information.

Our Sources Of Income

When we place insurance for you, we usually receive payment from the insurer. The amount payable generally varies between 0% and 27.5% of the base premium you pay. This is known as the commission. Full details on commission will be included in any Statement of Advice we send you.

We have a set of standard Broker Fees that we may charge you for the cost of services such as:

- Market research on products available.
- Assessing the claims paying ability of insurers.
- Sourcing alternative quotations and coverage.

All fees payable for our services will be advised to you at the time of providing the advice or service.

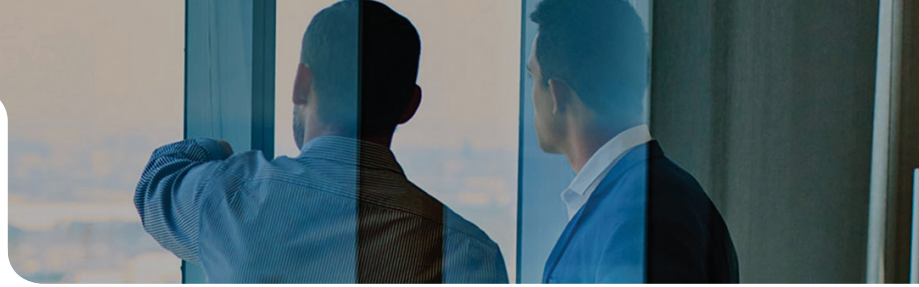
When you pay us your premium it will be banked into a Trust Account. We retain the interest on premiums received from you that are held in our Trust Account prior to paying to your insurer. Premiums are paid to the insurer in line with arrangements we have with the insurer.

If you are a Retail Client, the commission we receive from underwriters for all transactions will either be disclosed on your invoices or on our Terms of Engagement that accompany the invoices. In addition, when we give you Personal Advice, commission amounts will be provided in any SOA we are required to provide to you.

If you pay by credit card you may be charged a credit card fee, which is always disclosed to you; they are non refundable. This fee is limited to the amount charged by the bank providing the credit card service.

Premium funding products enable you to pay your Invoice by installments. Premium funders do charge interest. We can arrange premium funding if you require it. We will normally receive a commission of between 1% and 4% of the amount funded from the Premium Funder for arranging the funding. We will tell you the basis and amount of any such payment if you ask us.





How Our Representatives Are Paid

If we appoint Authorised Representatives, or Contract Employees, they will be paid on a similar basis to IBG Insurance Brokers. Salaried Staff generally do not receive any benefit directly from the sale of a product to you. Our focus is on ensuring that our staff concentrate on your needs first in all dealings with you. Our representatives and staff may receive bonuses payable based on the overall performance of our business. Any such bonuses are not directly linked to the sale of Financial Services.

If a person has referred you to us, we may pay them a part of any fees or commission received. This will be disclosed to you at the time.

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.

Contact Agreement

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

Complaints

Clients who are not fully satisfied with our services should call your usual contact by phone and tell us about the complaint.

If your complaint is not satisfactorily resolved within 30 days, please contact our Managing Director or put your complaint in writing and send it to us at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.

IBG Insurance Brokers 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 provides fair and independent financial services complaint resolution that is free to customers.

The AFCA can be contacted at:

Mailing address - Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001

Ph - 1800 931 678

Email - info@afca.org.au

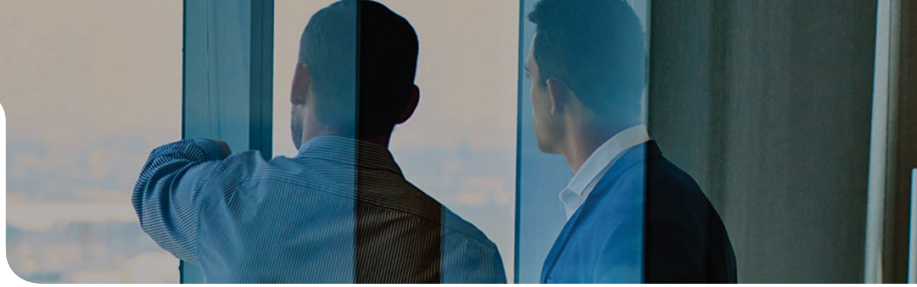
Website - www.afca.org.au

Conflicts Of Interest

As a business we have relationships with and receive income from various third parties as detailed in this FSG. For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you. All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice.

All material conflicts that may impact our ability to act in your best interests will be disclosed to you and we will only continue to act with your consent.





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 cover us for work done for us by Representatives and Employees after they ceased to work for us and satisfies the requirements for compensation arrangements under Section 912B of The Act.

Our Services

We offer a range of services to assist you to protect your assets and guard against unexpected liabilities including:

- Reviewing and advising on your insurance needs
- Identifying risk factors to avoid claims
- Seeking competitive premium quotations

Our Products

We can advise and arrange a broad range of insurances on your behalf including:

- Home Building and Contents
- Private and Commercial Motor
- Farm Packages
- Business Packages
- Construction and Warranty
- Liability and Professional Indemnity
- Management Liability, Crime and Cyber
- Industrial Risks
- Cargo and Freight

Electronic Delivery Of Disclosure Notices

We will often provide correspondence and disclosure notices (including FSG and Product Disclosure Statements) to you electronically via Email or links to websites etc.

If you have provided your Email address to us we will typically use that Email address for that correspondence and the disclosure notices. Should you not wish to receive such correspondence and notices electronically please advise us accordingly and we will update our records to that effect.

Steadfast Group Limited

We are a Steadfast Group Limited (Steadfast) Network Broker and have access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, claims support, group purchasing arrangements and broker support services. These services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

Steadfast has arrangements with some insurers and premium funders (Partners) under which the Partners pay Steadfast a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners. You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

We may receive a proportion of any income paid to Steadfast by its Partners at the end of each financial year (or other agreed period).

