

## Financial Services Guide

The financial services referred to in this financial services guide (FSG) are offered by:

**Ballyglisheen Pty Ltd trading as Steel Pacific Insurance Brokers**  
ABN 47 075 780 353

### TOWNSVILLE

PO Box 1358  
Aitkenvale QLD 4814  
Ph: 1800 629 701  
Fax: 07 4725 2780  
townsville@steelpacific.com.au

### MACKAY

PO Box 124  
Mackay QLD 4740  
Ph: 07 4957 3400  
Fax: 07 4951 3422  
mackay@steelpacific.com.au

### PROSERPINE

PO Box 540  
Proserpine QLD 4800  
Ph: 07 4945 2534  
Fax: 07 4945 2853  
proserpine@steelpacific.com.au

### BRISBANE

PO Box 1442  
Brisbane Qld 4001  
Ph: 07 3220 3570  
Fax: 07 3220 3571  
brisbane@steelpacific.com.au

### MAROOCHYDORE

PO Box 183  
Maroochydore Qld 4558  
Ph: 1800 072 114  
Fax: 07 5443 8292  
maroochydore@steelpacific.com.au

**This 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 you can access them.
- arrangements we have in place to compensate clients for losses.

### 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

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 product disclosure statement (PDS), unless you already have an up to date PDS. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

<b>From when does this FSG apply?</b>	This FSG applies from 17 <sup>th</sup> August 2009 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.
<b>How can you instruct us?</b>	You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.
<b>Who is responsible for the financial services provided?</b>	Ballyglisheen Pty Ltd trading as Steel Pacific Insurance Brokers ( <b>Steel Pacific Insurance Brokers</b> ) 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.  Steel Pacific Insurance Brokers holds a current Australian Financial Services Licensee no: 230634. The contact details for each office of Steel Pacific Insurance Brokers are on the front of this FSG.
<b>What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?</b>	Steel Pacific Insurance Brokers is authorised to carry on a financial services business to provide advice 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.
<b>Will I receive tailored advice?</b>	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.
<b>What information do you maintain in my file and can I examine my file?</b>	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, PDS or short-form 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, <a href="http://www.steelpacific.com.au">www.steelpacific.com.au</a> .  If you wish to look at your file, please ask us. We will make arrangements for you to do so.
<b>How will I pay for the services provided?</b>	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. 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 set out on the invoice.  If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, we will retain any fee we have charged you. We may also retain 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.

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**How are any commissions, fees or other benefits calculated for providing the financial services?**

Our commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0 and 25%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any fees that we charge you will be determined on a case by case basis with the amount of commission received, if any, considered in determining the fee.

We do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 20 to 50% of our commission or fees.

Our employees that will assist you with your insurance needs will be paid market salary and may receive a bonus for achieving certain targets.

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.

See below for information on the Steadfast association and commission.

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**Do we have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?**

Steel Pacific Insurance Brokers is a shareholder of Steadfast Group Limited (**Steadfast**). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 - 1% commissions 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.

Steadfast is also a shareholder of Miramar Underwriting Agency Pty Limited (**Miramar**). As a shareholder, Steadfast may receive dividends from Miramar. These amounts will indirectly contribute towards the benefits we receive from Steadfast.

Steadfast has a shareholding in Macquarie Premium Funding. If we arrange premium funding with Macquarie Premium Funding for you, under its agreement with Macquarie Premium Funding, Steadfast will receive 0.5% of your insurance premium (including government fees or charges). As an equity shareholder of Macquarie Premium Funding, Steadfast may also receive dividends from profits of Macquarie Premium Funding. The amount of the Steadfast dividend is based on the share of profit attributable to funding arranged by Steadfast shareholders. The payments (commission and dividends) that Steadfast receives from Macquarie Premium Funding are used to operate Steadfast. Depending on the operating costs of Steadfast and the amount of total business we place with Macquarie Premium Funding in any financial year, we may receive a portion of those amounts at the end of each financial year.

You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

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 or 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 5% 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 were available to you.

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**What kinds of financial services are you not authorised to provide to me?**

Steel Pacific Insurance Brokers are not licenced to provide advice on the following financial services:

- Investment Planning
- Superannuation and rollovers
- Life Insurance products
- Retirement and estate planning (including information on Centrelink Benefits).

Although we are not licenced to provide advice on the above financial services we do have strategic alliances with KNM Services Pty Ltd and Veivers & Prideaux Group who can provide those services. We will be paid referral commission for all business you transact with them.

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**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, Andrew Steel on 1800629701 or put your complaint in writing and send it to Mr. Andrew Steel, Complaints Officer, Steel Pacific Insurance Brokers, PO Box 1358, Aitkenvale Qld 4814. We will try and resolve your complaint quickly and fairly.
3. Steel Pacific Insurance Brokers 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 FOS. FOS can be contacted at Level 5, 31 Queen Street, Melbourne VIC 3000 on 1800064169, fax 03 9613 6399, email [info@fos.org.au](mailto:info@fos.org.au) or website [www.fos.org.au](http://www.fos.org.au) .

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

Steel Pacific Insurance Brokers has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers us and our employees for claims made against us by clients as a result of the conduct of us, our employees or other representatives in the provision of financial services. Our distributors and authorised representatives have their own PI policies to cover them for claims made against them by clients as a result of the conduct by them in the provision of financial services.

Our PI policy will not cover us for claims relating to the conduct of representatives who no longer work for us.

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**Any questions?**

If you have any further questions about the financial services Steel Pacific Insurance Brokers provides, please contact us.

Please retain this document for your reference and any future dealings with Steel Pacific Insurance Brokers.

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