

It is important that you tell us every matter that you know or that a reasonable person in your circumstances would know that would be relevant to an insurer's decision whether or not to insure you and on what terms. You have a duty to act in good faith towards the insurer; this means you must give honest and complete answers to each of the insurer's question. You should disclose in answer to each question any matter that is known to you and which a reasonable person in the circumstances could be expected to have told the insurer in the circumstances. If you or any people under the policy do not comply with the duty the insurer may avoid the claim.

## Other information

Where you purchase certain domestic insurance policies (home, motor, travel sickness and accident, consumer credit etc) as a retail client you will usually have at least a 14 day cooling off period. If you want to take advantage of a cooling off period you must inform us promptly so we can inform the insurer in writing. The insurer may retain its reasonable administration and transaction costs.

Where we arrange a general insurance policy on your behalf we will forward you an invoice for the premium, statutory charges, taxes and our fees for any insurance we place for you. You must pay us by the due date on your invoice, we will hold your payment in trust pending our regular settlement with insurers and we retain the interest earned on this account. If you do not pay the premium on time we are obliged to advise the insurer who has the right to cancel your policy. The insurer also has the right to charge you for time on risk if you decide you do not want the policy after you have been insured for a period. If the invoice remains unpaid after 90 days we reserve the right to cancel the policy on your behalf without notification.

## Representative Authorisations

### General Insurance

- General and Personal Advice



### AUSURE PTY LTD

AFS Licence No.: 238433

Address: PO Box 21, Cardiff NSW 2285

Phone: (02) 4948 1155 Fax: (02) 4947 4211

[www.ausure.com.au](http://www.ausure.com.au)

### AUTHORISED REPRESENTATIVE:

Insure QLD Pty Ltd

Auth Rep No.: 328216

Address: PO Box 94, Isle of Capri QLD 4217

Phone: 1300 566 901 Fax: 07 5539 9726

Email: [admin@insureqld.com.au](mailto:admin@insureqld.com.au)

This Financial Services Guide (FSG) provides you with information about Ausure Pty Ltd (Ausure) and its Authorised Representative (Representative) to help you decide whether or not to use the financial services that we provide. It describes how we are remunerated for our services, our professional indemnity insurance and how we handle any complaints you may have. We may give you a Product Disclosure Statement (PDS) if we arrange a financial product for you. This explains the significant features of the financial product. We may also give you a Statement of Advice (SoA) if we provide you with personal advice, this will confirm the advice we have given and explain our fees.

## About Ausure

Ausure holds an Australian Financial Services Licence (AFSL No 238433) and provides both General Insurance Broking and Financial Planning services. Ausure is authorised to provide general and personal advice on and deal in general insurance products, deposit and payment products, government bonds, life products, managed investments schemes, securities, retirement saving schemes and superannuation.

## About Your Representative

Ausure provides financial services through Authorised Representatives. Details of your Representative and the financial products they are authorised to provide are contained in this FSG. Ausure acts on your behalf. Your Representative acts on our behalf and therefore on your behalf. Ausure is responsible for their conduct and has authorised the distribution of this FSG.



## How do we get paid?

We receive our remuneration in the form of fees and commission. Our primary form of remuneration is commission paid to us by the product issuer. We also charge fees as part of our remuneration, these fees depend on the amount and type of work we perform and are always included in the price we quote you.

The total commission and fees received is split between Ausure and the Representative. Ausure

Product Class	Commissions	Fees
General Insurance	0 to 40% of the premium (excluding taxes and charges).	0 to \$1500
Financial Planning	Life insurance 11% to 12.5% of initial premium and 0 to 40% of ongoing premium (excluding taxes and charges)  Superannuation and investment products 0% to .8% of funds under management	Initial fixed rate advice fees from \$220 to \$15,000 or between \$110 and \$440 an hour  Ongoing advice fixed fee from \$110 to \$440 per hour.  Some advisers may charge an ongoing adviser service fee of an amount up to 3% of the investment balance

may retain up to 20% of the total commission and fees. Where a third party has referred you to us we may pay them a percentage of up to 50% of our income for that referral (i.e. 10% of the total commission and fees).

Insurers also provide benefits in the form of subsidies for training, sponsorship of conferences and invitations to social business functions. We have a policy to deal with any potential conflicts of interest, this means we have a documented plan that we continually monitor to ensure that our advice is not influenced by any considerations other than your best interests.

If we refer you to a premium funding company we may receive up to 4% of the amount financed in commission. Ausure has arrangements in place with some insurers and premium funders under which Ausure will receive between 0.5 – 1.5% commission that is not disclosed in your invoice. This remuneration is used to reimburse expenses incurred by Ausure in distributing the product provider's products.

Please note that in the event of cancellation of a policy before the expiry date some Insurers make no refunds or may charge cancellation fees. We do not refund commission or fees that we have received. Before making any decision to cancel a policy you should consult us concerning the costs involved.

## Important Relationships

Allstate Underwriting Agency Pty Ltd (ABN 51 121 066 180) and Allstate Premium Funding Pty Ltd (ABN 90 138 566 060) share common ownership with the shareholders of Ausure and/or its Authorised Representatives. Allstate

Underwriting is remunerated in accordance with the performance of their portfolio of clients. In return for performing policy and claims administration it is entitled to receive a share of the profits which is calculated after deducting all costs including claims, reinsurance, admin expenses, insurer's overheads etc. Hollard Insurance is a minority shareholder of the Ausure Group.



## How do we resolve complaints?

In the event that you have a complaint about the manner in which we provide any financial service please contact Ausure by phone on 02 4948 1155 or by writing at the address on this FSG. Ausure's dispute committee will review the matter and respond within 15 days.

Your complaint will be dealt with fairly and promptly but if you remain dissatisfied with the final decision you may refer the matter to the Financial Ombudsman Service (FOS), which acts as Ausure's external dispute resolution provider. FOS is an independent body and its service is free to you. FOS can be contacted on 1300 780 808. Ausure and our Representatives are bound by any decision of FOS but you are not.

## Our Professional Indemnity Insurance

Ausure has in place a Professional Indemnity Policy which covers us, our employees and our authorised representatives for any errors or mistakes relating to our financial services. This insurance meets the requirements of the Corporations Act and meets claims relating to an employee or an authorised representative even after they cease to be an employee or authorised representative, provided that the insurer is notified of the claim when it arises and this is done within the relevant policy period.

## Duty of Disclosure

You and everyone who is insured under an insurance policy must comply with the duty of disclosure. You must ensure that you explain the duty to any other insured if you apply for insurance on their behalf. Your duty of disclosure applies when you enter into the policy and upon any renewal or variation to the contract.