

# Financial Services Guide

**The financial services referred to in this Financial Services Guide (FSG) are offered by:**

**ICF (Australia) Pty Ltd**

ABN 75 115 419 853

Australian Financial Services License No: 291260

**This FSG sets out our services and responsibilities. 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.

**From when does this FSG apply?**

This FSG applies from 17 February 2011 and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG that covers services not included in this FSG, but it will not replace this FSG.

**Further Information About Our Advice**

If we provide you with personal advice, which takes into account your objectives, financial situation and needs, we will provide you with a confirmation of that advice.

This may include the advice provided, the basis of the advice and information on our remuneration and/or any relevant associations or interests. This information will either be provided in a separate notice (e.g. on the invoice) or in a separate document called a Statement of Advice (**SoA**).

Please note that when you ask us to recommend an insurance policy, we will naturally only consider those offered by our regular insurance providers. In giving you advice about the costs and terms of these recommended policies, we would not have compared them to all providers.

**Product Disclosure Statement**

We will provide you with a Product Disclosure Statement (PDS) for all insurance policies we offer to arrange for you. This is document prepared by the insurer. The PDS contains information to help you make an informed decision about purchasing that policy.

**Responsibility for the financial services provided**

ICF (Australia) Pty Ltd (**ICFA**) is responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG.

**Financial services and products we are authorised to provide**

ICFA is authorised to provide financial product advice about General Insurance products. We are also authorised to issue, acquire, apply for, vary and dispose of these products. In doing

so, we can act for both retail and wholesale clients. In most of these cases, we act as your broker.

However, in some instances, we act as an agent of the insurer under a 'binder'. This allows us to ensure the insurer is 'bound' to provide you with the insurance cover. In so doing, we represent the insurer and thus act for them and not for you. We will tell you when we act under a binder or agency to arrange your insurance or advise you about your insurance needs.

**Will tailored advice be provided?**

In some cases, 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, and confirm this information and our advice to you.

You should read the warnings contained in any important notices or Statement of Advice that we give you, before making any decision about an insurance policy.

**General Advice Warning**

In most cases, we will not ask for most 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 be general advice and may not be appropriate to your specific needs, objectives and financial situation.

**Personal Information we maintain**

In order to provide you with appropriate advice, products and services, we collect, handle and maintain a record of your personal information and profile, including details of insurance policies that we arrange or issue. We may also maintain records of any recommendations or advice given to you. We also disclose some of this information in order to service your requirements, and in so doing, may disclose some basic personal information to related companies.

We will also retain a copy of 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. For a copy of our privacy policy, please visit our website at [www.icfrith.com.au](http://www.icfrith.com.au) or ask a representative for one.

#### **How are the services paid for?**

The insurer pays us a commission based on the insurance premium of each policy. Relevant taxes, charges and levies are then applied.

In some cases, we may also charge you a fee (one-off, time-based or an annual management fee). Details of these will be shown on the invoice that we send you, along with the payment methods and the time frame for you to pay.

If there is a refund of premium 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 depending on our arrangements with the insurer.

When you pay us your premium it will be banked into our trust account, from which we pay the insurer (less our commission). We will retain any interest earned on the premium while it is in our trust account and apply it against the cost of conducting business.

Depending on the type of product and the insurer, our commission from the insurer varies to a maximum of 25% of the premium. We do not often pay any benefits to others who refer you to us or refer us to an insurer. If we do, we may pay them up to 50% of our commission or fees.

Our employee assisting you with your insurance needs will be paid a market salary, which may include 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.

#### **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 total insurance premium, and is payable upon your instruction to arrange or issue the product.

#### **Profit Share on Binders**

Where ICFA acts on behalf of an insurer under a binder arrangement, an amount of profit share may be received as a percentage of the overall portfolio performance, results of which are only known at the end of each underwriting year.

#### **Relationships and associations with insurers and other material relationships**

ICFA is a member and shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 - 1% commission for each product arranged by us with those insurers. These payments are used to operate Steadfast.

Depending on the operating costs of Steadfast (including costs of member services) 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.

Steadfast member services include operating and compliance tools, training, legal and technical assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

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 the commission rates we are paid for that funding arrangement compared to the other arrangements that were available to you.

#### **How can you instruct us?**

You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned in this FSG.

#### **What should you do if you have a complaint?**

Contact us and tell us about your complaint. We will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 20 days, please contact the Complaints Manager or put your complaint in writing. We will try and resolve your complaint quickly and fairly.

ICFA 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 on 1300 780 808, 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).

#### **Compensation Arrangements**

ICFA has a professional indemnity insurance policy (PI policy) in place. This PI policy provides cover for claims made against us and our employees by clients as a result of our conduct in the provision of financial services. This cover extends to representatives who no longer work for us.

#### **Any questions?**

If you have any further questions about the financial services ICFA provides, please contact us.

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

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