

Financial Services Guide

Effective 2009 10 01

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

Responsibility For Services Provided Midland Insurance Brokers Australia Pty Ltd trading as Midland Insurance Brokers, holds a current Australian Financial Services Licence (No.: 238963) to provide general insurance broking services. We are authorised to advise and deal in spectrum of general insurance products.

In order to be granted and then retain our licence we are required to commit to meeting stringent requirements in areas such as: staff training, organisational competence, management expertise, and financial control and compliance disciplines.

We have an ongoing requirement to maintain and enhance our professionalism to ensure that you receive fair and honest Financial Services from us.

We are responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG.

Who Do We Act For We usually act on your behalf and in your interests in all matters. Sometimes it may be more appropriate for us to access insurance or manage claims where we act as an agent of the insurer. If and when this situation arises we will explain and highlight this to you.

How To Contact Us You are able to contact us in writing, by phone, fax, email or in person.

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, Business Packages, Construction, Liability, Industrial and Professional covers.

Retail Clients Under the Corporation Act 2001 (The Act) Retail Clients are provided with additional protection from other clients. 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 purchasing the following types of insurance covers:

Motor vehicle, home building, home contents, personal and domestic property, sickness and 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 if you are covered by the additional protection provided.

Retail Client Issues Typically we only provide General Advice to our Retail Clients. 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. We will provide you with a General Advice Warning in such cases.

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 completed information, we will be unable to properly review your circumstances, limiting your ability to give you the right advice to your needs before acting on it.

We ask you to pay our invoices on time and complete all proposal form questions honestly, accurately.

Personal Information We comply with the Privacy Act 1988 (Cth) (Privacy Act) and the Privacy Amendment Act Privacy Amendment Act 2012 which sets out standards for the collection and management of personal information. With your consent, we will only use your personal information for general insurance services.

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, insurance company settlement cheques and other information.

Our Sources of Income We have the following sources of income: When placing your insurance we usually receive a commission from the insurer. The amount varies between 0% and 25% of the base premium you pay. This is known as the commission. Where a policy is cancelled before the period of insurance has ended we will usually retain the commission on any return premium involved.

We have a set of standard non refundable Broker Fees that we 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.
- Risk analysis and portfolio co-ordination.

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

We retain the interest on premiums paid by you that are held in our trust account before paying the insurer.

We are a shareholder of the buying group – IBNA Ltd. IBNA Ltd received up to 1% commission on premiums paid from certain insurers. This income is used to operate IBNA and any surplus funds to operate IBNA and any funds may be paid to us as a dividend or as a rebate.

How Our Representatives Are Paid Our representatives do not receive any benefit directly from the sale of a product to you. Our representatives may receive bonuses payable based on the overall performance of our business.

If a person has referred you to us, we may pay them a part of any fees or commission received. If you are a Retail Client and receive Personal Advice full remuneration details will be disclosed in the SOA or invoices related to the advice

Complaints Clients not satisfied with our services should contact our Complaints Officer. We are a member of the Australian Financial Complaints Authority (AFCA), a free consumer service. Further information is available from our office or contact AFCA directly on 1800 931 678 or visit afca.org.au

Compensation We have in place Professional Indemnity insurance relating to errors and omission arising from advice provided by representative/employees, past or present, which satisfies the requirements for compensation arrangements under section 912B of the Act.