

Financial Services Guide

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

Encounter Insurance Services Pty Ltd As Trustee
for EIS Unit Trust ABN 54 257 182 520
T/As Encounter Group ABN 62 018 732 449
ASIC Authorised Representative No:1236921

Head Office 3 Alexandrina Road Mount Barker SA 5251 08 8391 6446	Postal PO Box 780 Mount Barker SA 5251 08 8391 6446 08 7079 8312
generalinsurance@encountergroup.com.au	
Murray Bridge 3A McHenry Street Murray Bridge SA 5251 08 8391 6446	Mount Gambier GTE Building, 175 Commercial Street West Mt Gambier SA 5290 08 8391 6446

And

Lance (Luke) Williams AR No 341345

As authorised representatives of:

Resilium Insurance Broking Pty Ltd ABN 92
169 975 973 (Resilium Insurance Broking)
GPO Box 5442
Sydney NSW 2001
Phone: 1300 763 496
Email: Info@resilium.com.au

Resilium Insurance Broking holds a current **Australian Financial Services Licence No: 460382** and is responsible for the financial services that we provide to you when we are providing general insurance broking services as authorised representative of Resilium Insurance Broking.

Resilium Insurance Broking is also responsible for the content and distribution of this FSG by us.

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.
- potential conflict of interest we may have.
- our internal and external dispute resolution procedures and how you can access them.
- arrangements that are in place to compensate clients for losses.

Product Disclosure Statement

If we recommend or arrange for you to purchase a general insurance product, you will be provided with either a product disclosure statement ("PDS") or a policy document, depending on the product. The PDS or policy document describes the benefits and conditions for cover under the product. You should read the documents to ensure you know what is covered and what is excluded and ensure it meets your needs and you are aware of your obligations.

Further information when personal advice is given

If we give you personal advice about a retail (i.e. personal) general insurance product it will be confirmed in writing, and will show details about fees and commissions we receive.

From when does this FSG apply?

This FSG applies from **6th November 2017 version 5** and remains valid unless a further FSG is issued to replace it. We may also give you a supplementary FSG. It will not replace this FSG but will contain additional information not covered by this FSG.

How can I instruct you?

You can contact us to give us instructions by post, phone, or email on the contact number or details mentioned on page 1 of this FSG.

Who is responsible for the financial services provided?

Resilium Insurance Broking is responsible for the financial services that will be provided to you or through you to your family members when we are providing you with general insurance broking services as authorised representative of Resilium Insurance Broking.

What kinds of financial services are we authorised to provide and what kinds of financial product/s do those services relate to?

We are authorised under Resilium Insurance Broking's Australian Financial Services License to provide general and personal financial product advice about general insurance products. We are also authorised to arrange for the issue of general insurance products. When we provide you with services as authorised representative of Resilium Insurance Broking we will do this on your behalf as your broker unless we tell you otherwise.

Will I receive tailored advice?

We may provide you with personal advice or general advice. We will tell you what level of advice we are providing when we provide it.

Sometimes we may need information about your personal objectives, details of your current financial situation and any other relevant information, so that we can arrange insurance policies for you or to give you advice about your insurance needs. We will ask you for the details that we need to know.

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.

Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances, at the time of any scheduled status review.

What information do we maintain about you and how you can access it?

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs.

For more information about how to access the personal information we hold about you and how to have the information corrected ask us for a copy of our Privacy Statement.

If you wish to look at your file please ask us. We will arrange for you to do so.

How will I pay for the services provided?

Payment for the services we provide to you that are authorised by Resilium Insurance Broking are payable directly to Resilium Insurance Broking. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. Resilium Insurance Broking will receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to Resilium Insurance Broking by the insurers. In some cases, you will also be charged a broker fee. These will all be shown on the invoice that is sent to you.

You can choose to pay for the services we provide to you that are authorised by Resilium Insurance Broking by any of the payment methods set out in the invoice. You are required to pay Resilium Insurance Broking within the time set out on the invoice.

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in commission.

When you pay us your premium for products arranged by us as authorised by Resilium Insurance Broking your premium will be banked into Resilium Insurance Broking's trust account. Resilium Insurance Broking will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with Resilium Insurance Broking arrangements with the insurer. Resilium Insurance Broking will earn interest on the premium while it is in their trust account or Resilium Insurance Broking may invest the premium and earn a return. Resilium Insurance Broking will retain any interest or return on investment earned on the premium.

Will anyone be paid a fee for referring you to us?

If we give you personal advice as a result of someone referring you to us and if we pay them a fee or commission in relation to that referral, our Personal Advice Letter to you will set out that fee or commission.

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

The commission the Insurer pays Resilium Insurance Broking will be calculated based on the following formula:

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

In this formula:

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

Y% = the percentage commission paid by the insurer.

X = the Commission Resilium Insurance Broking receives.

The commission Resilium Insurance Broking receives varies between 0% and 40%.

We receive between 0% and 90% from Resilium Insurance Broking from the commission they receive from the insurer for each policy we arrange for you.

We may also charge you a broker fee in addition to commission when you enter into an insurance policy. The amount of the fee will depend on the complexity of the services we are providing. The amount of any broker fee charged will be shown on your invoice.

We do not often pay any commissions, fees or benefits to others who refer you to us. If we do, we will pay commissions to those people out of the commission and fees passed to us by Resilium Insurance Broking (not in addition to those amounts), in the range of up to 30%. Our employees that will assist you with your insurance needs will be paid a market salary.

If we give you (as a Retail client) personal advice, we will inform you of any fees, commission or other payments we, our associates or anyone referring you to us will receive in relation to the policies that are the subject of the advice.

If we do not give you personal advice and you are a retail client, you may request information about any fees, commission or other payments we, our associates or anyone referring you to us will receive in relation to the policies we arrange provided your request is made within a reasonable time after this FSG is provided.

See below for information on the Steadfast association and commission.

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

Resilium Insurance Broking Pty Ltd ABN 92 169 975 973 is a wholly owned subsidiary Resilium and may receive operational support services and other resources from Resilium.

Resilium Pty Ltd is a wholly owned subsidiary of Suncorp Insurance Services Ltd (ABN 79 000 746 092) ("Suncorp"). Resilium may receive operational support services and other resources from Suncorp and its related bodies corporate.

AAI Limited ABN 48 005 297 807 ("AAI") is also a related body corporate of Resilium Insurance Broking. AAI is a general insurer and the issuer of Vero Insurance branded insurance policies. We may recommend AAI's products to you.

Resilium Insurance Broking is a Steadfast Group Limited (**Steadfast**) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (**Partners**) under which Steadfast will receive between 0.5% to 4.0% commission for each product arranged by Resilium Insurance Broking with those Partners. Steadfast is also a shareholder of some Partners.

Resilium Insurance Broking may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).

As a Steadfast Network Broker, Resilium Insurance Broking has 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 Steadfast Network Brokers for a fee.

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

If we arrange premium funding for you Resilium Insurance Broking may be paid a commission by the premium funder.

We may also charge you a fee (or both). The commission that Resilium Insurance Broking is 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 Resilium Insurance Broking becomes entitled to the commission.

Resilium Insurance Broking 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 Resilium Insurance Broking are paid for that funding

arrangement compared to the other arrangements that were available to you.

We may receive an additional incentive payment from CGU Insurance Limited (**CGU**) where our overall portfolio of eligible products with CGU achieves certain growth targets and loss ratio targets over a given year. If payable, the incentive payment is calculated as a percentage of the total gross written premium for all eligible CGU products arranged by us over the year and is payable annually.

The amount of our commission and any fee that we charge will be set out in the premium funding contract.

Will any fees apply if you cancel or alter a policy?

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in commission. Refunds processed via EFT will not incur any processing fee, however, any refunds paid via cheque will incur a \$55 fee.

What should I do if I have a complaint?

We are committed to ensuring that the services provided to you meet your expectations.

If you have a complaint, you should tell us about it by contacting us directly, our details are shown on page 1 of this FSG.

We will endeavour to resolve your complaint within 1 - 5 working days, if we are unable to do this we will escalate it to Resilium Insurance Broker's Internal Resolution team and advise you of this. The Resilium Insurance Broker Internal Resolution Team will provide a response within 45 days from your original complaint.

Alternately, you may contact Resilium Insurance Broking direct:

Resilium Insurance Broking
GPO Box 5442, Sydney NSW 2001
Phone: 1300 763 495
Email: broker@resiliumib.com.au

If the dispute is still not resolved in a manner acceptable to you, you have the right to complain to the external dispute resolution body of whom Resilium Insurance Broking is a member. Their contact details are as follows:

Financial Ombudsman Service Australia
GPO Box 3
Melbourne VIC 3001
Ph: 1800 367 287
Email: info@fos.org.au
Fax: 03 9613 6399
Website: www.fos.org.au

Should you have a complaint in connection with services we provide to you as authorised representative of another licensee, you should refer to that licensee's FSG or ask us for information on how you can access their dispute resolution process.

What arrangements are in place to compensate clients for losses?

Resilium Insurance Broking has a professional indemnity insurance policy (**PI policy**) in place satisfying the requirements under s912B of the Corporations Act for compensation arrangements.

The PI policy covers Resilium Insurance Broking its employees and authorised representatives such as us when we are providing services as authorised representative of Resilium Insurance Broking.

The PI Policy covers claims made by clients as a result of the conduct of Resilium Insurance Broking, its employees and authorised representatives in the provision of financial services authorised by Resilium Insurance Broking.

Any questions?

If you have any further questions about the financial services we provide please contact us using our **contact details found on page 1 of this FSG**.

Please retain this document for your reference and any future dealings with us and Resilium Insurance Broking.