



Financial Services Guide

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

**C & M Insurance Pty Ltd t/as
C & M Insurance Brokers.**

**ABN 17 134 834 003
AFSL 335238**

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What is a Financial Services Guide (FSG)?

The purpose of this FSG is to provide you with key information about us and the services we can provide to 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.

From when does this FSG apply?

This FSG applies from 28th July 2015 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 in this FSG.

Our Services

We are committed to providing informed advice based on your specific needs and our market knowledge. Our range of services includes:

- Reviewing & advising on your general insurance needs
- Arranging & renewing insurance policies for you
- Arranging Premium Funding at your request
- Assisting & managing your insurance claims

To ensure we provide advice that is appropriate to your circumstances, we need you to provide us with detailed information about the risk(s) to be insured, your needs & objectives and financial position. You should also tell us about any change in your circumstances as soon as they occur.

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.

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. 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 and give you advice about your insurance needs.

We will only 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.

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.

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 can I instruct you?

You can contact us with your instructions by post, phone, fax or email on the contact number or details mentioned on the first page of this FSG.

Interest of other parties

Some insurance contracts do not cover the interest in the insured property or risk of anyone other than the parties named in the contract. An example of this is where a property is jointly owned or subject to finance but the contract only names one owner or does not name the financier.

You should tell us about anyone or any legal entity that has an interest in the property or risk insured so that we can ensure they are noted on the policy.

Waiver of rights and disclaimers

Some insurance policies limit or exclude claims where the insured has limited or waived their rights to recover a loss from the person who was responsible for causing the loss. You should not sign any agreement that modifies or limits your rights of recovery from another party. Whenever you are asked to sign such a disclaimer, you should first seek our advice.

How will I pay for the services provided?

Payment for the services we provide to you are payable directly to C & M Insurance Pty Ltd. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies.

C & M Insurance Pty Ltd will receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to C & M Insurance Pty Ltd 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 C & M Insurance Pty Ltd by any of the payment methods set out in the invoice.

You are required to pay C & M Insurance Pty Ltd within the timeframe set out on the invoice. When you pay us your premium for products arranged by us, your premium will be banked into C & M Insurance **Pty Ltd's trust account**.

C & M Insurance Pty Ltd will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with C & M **Insurance Pty Ltd's arrangements** with the insurer.

C & M Insurance Pty Ltd will earn interest on the premium while it is in their trust account. C & M Insurance Pty Ltd will retain any interest earned on the premium.

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.

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.

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 C & M Insurance Pty Ltd (not in addition to those amounts), in the range of 0-50% 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.

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

The commission the Insurer pays C & M Insurance Pty Ltd 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 C & M Insurance Pty Ltd receives.

The commission C & M Insurance Pty Ltd receives varies between 0% and 22.50%.

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.

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

C & M Insurance Pty Ltd (ABN 17 134 834 003) is an independent insurance broker and does not have any material relationships or associations with any insurers.

C & M Insurance Pty Ltd has the facility to assist in arranging for monthly premium payment loans through the following providers:

- Macquarie Pacific Premium Funding
- Hunter Premium Funding
- Elantis Premium Funding
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as well as any other providers that we may undertake to obtain terms from as may be required for your particular circumstances.

If we arrange premium funding for you, C & M Insurance Pty Ltd may also be paid a commission by the premium funder. We may also charge you a fee (or both).

The commission that C & M Insurance Pty Ltd is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or changes). If you instruct us to arrange or issue a product, this is when C & M Insurance Pty Ltd becomes entitled to the commission.

C & M Insurance Pty Ltd commission rates for premium funding are in the range of 0% to 4% of funded premium. When we arrange premium funding for you, you can ask us what commission rates C & M Insurance Pty Ltd are paid for that funding arrangement compared to the other arrangements that may be available to you. The amount of our commission and any fee that we charge will be set out in the premium funding contract.

Cancellation

You may cancel a policy of insurance before the expiry date, provided that the parties to the contract request cancellation in writing. You should be aware that penalties may apply to any mid-term cancellation and your insurer may be entitled to calculate any refund on a basis other than pro-rata. There may also be cancellation charges that apply. Please note, some insurance policies do not allow a refund of premium upon a cancellation of a policy.

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 in connection with services we provide to you, you should tell us about it by contacting us using contact details on page 1.

We will endeavour to resolve your complaint within 5 working days. If your complaint is not satisfactorily resolved within this time, please contact the Managing Director at:

Managing Director
C & M Insurance Pty Ltd
PO Box 859
TOOWONG QLD 4066
Ph.: 1300 642 292
Email: insurance@camib.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 C & M Insurance Pty Ltd is a member.

Their contact details are as follows:

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

What arrangements are in place to compensate clients for losses?

C & M Insurance Pty Ltd 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 C & M Insurance Pty Ltd, its employees and authorised representatives.

The PI Policy covers claims made by clients as a result of the conduct of C & M Insurance Pty Ltd, its employees and authorised representatives in the provision of financial services authorised by C & M Insurance Brokers.

Legal advice

Our duty as insurance brokers does not extend to giving legal advice. You should consult your legal adviser when you need advice on legal matters.

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 C & M Insurance Pty Ltd.