

RURAL & GENERAL INSURANCE BROKING PTY LTD

AFS Licence No: 262353 - ABN: 83 093 483 928

Financial Services Guide

Dated 8th March 2004

INTRODUCTION

This Financial Services Guide ("guide") is intended to assist you in determining whether to use any of our services and on what basis we provide those services to you.

The matters covered by this guide include:

- Who we are;
- How we can be contacted;
- What services we are authorised to provide to you;
- How we are remunerated; and,
- Details of our internal and external complaint resolution procedures and how you can access them.

Please read this guide carefully and keep it in a safe place.

FINANCIAL SERVICES

Rural & General Insurance Broking Pty Ltd is licensed to deal in general insurance products, and provide financial product advice in relation to general insurance products. The firm is a member of the Australian and New Zealand Institute of Insurance and Finance (ANZIIF).

We can be contacted using the following details;

Rural & General Insurance Broking Pty Ltd
Head Office: "Rural & General House" 130 Bourke Street, East Sydney NSW 2011
Postal Address: GPO Box 3595, Sydney NSW 2001
E-mail Address: office@ruralandgeneral.com.au
Telephone: 1800 227 473 - Facsimile: 1800 802 956

What advisory services are available to you?

If you seek advice specific to your individual situation, we will recommend an insurance product to you after considering its suitability for your individual situation, objectives and needs.

However, where we consider circumstances permit, and you agree with us that circumstances permit, we will provide you with general insurance advice only which may not take into consideration each and every matter concerning your individual situation. It is up to you to consider whether those insurance products are suitable for your own insurance needs, objectives and individual situation.

If we agree to give you advice, and/or make a recommendation about your insurance requirements, we will provide you with a;

- Statement Of Advice ("SOA") which will contain the reasons for and the basis of, our advice, and information about our remuneration, associations or other interests which might reasonably have influenced us in giving our advice; and if required by law a,
- Product Disclosure Statement ("PDS") which is required to be provided by the insurer and is designed to give you important information about the policy they have issued you.

We employ a number of qualified persons to ensure that the advice and service provided to you is provided in accordance with the Financial Services Reform Act. However, a non qualified person may provide you with “factual information” of a general nature only, provided that person is under the supervision of a qualified person who will be responsible for them.

Factual information is limited to;

- The coverage of a particular insurance policy;
- Options available under a particular insurance policy;
- The premium payable and payment options.

Factual information does not include offering an opinion, advice, recommendation or product comparison. Advice or any other information can only be provided by a qualified person.

As an insurance broker we act on your behalf however, in some instances we may enter into an agreement with an insurer to arrange insurance policies on their behalf and not on your behalf. This is sometimes called a binding authority, this means we can enter into insurance policies and/or handle or settle claims on behalf of the insurer. We will inform you of any relationship or association we might have with an insurer who we arrange, or intend to arrange, your insurance with, and/or when we act for the insurer and not for you.

How We Are Paid?

You have the right to know about details of commissions and other benefits that we may receive for arranging insurance cover for you. Unless we tell you otherwise, we are remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us including renewals & endorsements. The commission is a percentage of the insurer's base premium (i.e. premium excluding stamp duty, fire services levy, GST or any other government charges, taxes, fees or levies). The rate can vary depending on the nature of insurance arranged and the insurer that your insurance is arranged with. Details of the commission we earn will be contained in, and/or referred to in the Statement of Advice.

Other Remuneration Information

Our staff receive an annual salary that may include bonuses based on performance criteria. Where a third party has referred you to us, we may share part of our commission or fees with them or pay them an agreed referral fee. If there is a refund of premium as a result of the cancellation or adjustment of the policy, we reserve the right to retain our remuneration earned prior to the cancellation or adjustment. A fee for insurance plan preparation may be charged. Details of any fees in addition to the commission will be contained in, and/or referred to in the Statement of Advice.

What Information Do We Maintain About You?

We maintain a record of your personal profile which may contain information about insurance policies that we have recommended, arranged, or are arranging, for you. These records may contain details of your objectives, financial situation and needs collected for the purpose of giving you advice and/or information. The insurer we arrange your insurance with will be provided details of your records as they reasonably require insofar as they relate to your insurance cover with that insurer. A copy of our privacy policy is available from our web site www.r-g-i.com.au or you can request a copy to be sent to you.

Can We Arrange Other Non-General Insurance Financial Products For You?

No, because we are licensed only to deal in general insurance products, and provide financial product advice in relation to general insurance products. That means we can not provide you advice on, or arrange for you, any other financial products including but, not just limited to Life Insurance, Superannuation and/or Investments. We recommend that you seek professional advice from a suitable industry representative for all your other insurance requirements.

COMPLAINTS & DISPUTES

If you have any complaint about the service provided to you, you should take the following steps.

1. Contact us, in the first instance contact the person from our firm who arranged, or is arranging, your insurance and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please put your complaint in writing and address it to the Complaints Officer. We will try and resolve your complaint quickly and fairly.
3. If you are still dissatisfied with the outcome, you have the right to complain to the Insurance Brokers Disputes Limited. Rural & General Insurance Broking Pty Ltd subscribe to the independent and impartial Insurance Brokers Disputes Limited (IBDL). If you have any query about whether your complaint can be handled by IBDL, call 1800 064 169 or email info@ibdLtd.com.au.
4. You also have the right to complain to the Australian Securities and Investment Commission (ASIC). ASIC has a Free call Info line 1300 780 885.
5. You may also have the right to complain to the General Insurance Enquiries and Complaints Scheme, on Toll Free 1300 78 08 08 (local call fee applies). Ask for a Consumer Consultant and explain your problem. Interpreters can be arranged if necessary. Consumer consultants are very experienced in insurance practices and will assist you with taking your dispute to the General Insurance Enquiries and Complaints Scheme to be determined.

Note: Where your complaint is in relation to the underwriter, we shall endeavour to assist you to have the complaint dealt with in accordance with the respective underwriter's dispute and complaints procedures, and or any other forum available for determining your rights and remedies.

ADDITIONAL INFORMATION

Interest on Premiums

Premiums paid to us are deposited into a premium specific account. This account will accrue interest, which is retained by the firm.

Cooling Off

A cooling off period may apply to an insurance policy issued to you. During this period you may return the policy. Details of your cooling off rights will be included in the relevant product disclosure documentation however, some insurance products will not have a cooling off period.

How Can You Give Us Instructions?

You can give us instructions by post, phone, fax or email.

If you have any further questions about this guide, or the services we have provided you, or will provide you, please contact us. This guide and updates of it are also available from our website. Other information regarding this firm, or the Financial Services Reform Act can be obtained directly from ASIC on their Free call info line 1300 780 885 or from their website www.asic.gov.au

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