

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

1. Contact us and tell us about your complaint. We will do our best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 30 days, please contact our Complaints Manager directly or put your complaint in writing and send it to our Complaints Manager at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. Nepean Brokers & Associates Pty. Ltd. is a member of the Financial Ombudsmen Service (FOS). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to FOS.

The FOS can be contacted at:

Street Address: Level 12, 717 Bourke Street, Docklands 3008

Mailing address: Financial Ombudsman Service,  
GPO Box 3, Melbourne, VIC 3001

Ph: 1300 780 808

Fax: 03 9613 6399

Email: [info@fos.org.au](mailto:info@fos.org.au)

Website: [www.fos.org.au](http://www.fos.org.au)

#### What arrangements are in place to compensate clients in the event of a loss we are responsible for?

Nepean Brokers & Associates Pty. Ltd. has a professional indemnity insurance policy (PI policy) in place.

The PI policy covers us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees in the provision of financial services.] Our PI policy will not cover us for claims relating to the conduct of representatives who no longer work for us.

#### Any questions?

If you have any further questions about the Financial Services Nepean Brokers & Associates Pty. Ltd. provide, please contact us.

**PLEASE RETAIN THIS DOCUMENT FOR YOUR REFERENCE  
AND IN RESPECT OF ANY FUTURE DEALINGS WITH  
NEPEAN BROKERS & ASSOCIATES PTY. LTD.**

V3.1 08/2014

## OUR OFFICES

### Rosebud Office

Shop 3, 1401 Point Nepean Road  
Rosebud VICTORIA 3939  
Telephone: 03 5982 2330  
Facsimile: 03 5981 1671

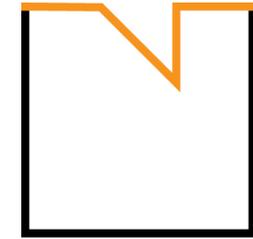
### Seaford Office

Suite 1, 5/85 Bardia Avenue  
Seaford VICTORIA 3198  
Telephone: 03 8796 3500  
Facsimile: 03 8796 3631

[www.nepean.com.au](http://www.nepean.com.au)  
[admin@nepean.com.au](mailto:admin@nepean.com.au)



**Steadfast**  
STRENGTH WHEN YOU NEED IT



# Nepean Brokers & Associates Pty. Ltd.



## FINANCIAL SERVICES GUIDE

The financial services referred to in this financial services guide (FSG) are offered by:

Nepean Brokers & Associates Pty. Ltd. ABN: 30 006 585 637  
3/1401 Point Nepean Road, Rosebud VICTORIA 3939  
Tel: +61 3 5982 2330  
Email: admin@nepean.com.au

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

#### Further information when personal advice is given.

We will provide you with further information whenever we provide you with advice that takes into account your objectives, financial situation and needs. This information may include the advice we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a Statement of Advice (SOA). When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurers or insurance providers we deal with regularly. In giving you advice about the costs and terms of recommended policies we have not compared those policies to other policies that may be available, other than from those insurers we deal with regularly.

#### Product Disclosure Statement.

If we offer to arrange the issue of an insurance policy to you, we will also provide to you, or pass on to you, a product disclosure statement (PDS), unless you already have an up to date PDS. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy. The PDS may be delivered to you either in hard copy or electronically.

#### From when does this FSG apply?

This FSG applies from 1st August 2014 and remains valid until 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 by this FSG.

#### How can I instruct you?

You can contact us to give your instruction by post, fax or email on the contact number or via details shown on page 1 of this FSG. We will not accept verbal instructions.

#### Who is responsible for the financial services provided?

Nepean Brokers & Associates Pty. Ltd. is responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG. Nepean Brokers & Associates Pty. Ltd. holds a current Australian Financial Services Licence No. 227064. The contact details for Nepean Brokers & Associates Pty. Ltd. are on the front of this FSG.

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

Nepean Brokers & Associates Pty. Ltd. is authorised to advise and deal in general insurance products to wholesale and retail clients. We will do this for you as your broker unless we tell you otherwise. Sometimes we will act under a "binder" or as an agent of an insurer. This means that we represent and act for the insurer, not for you. We will tell you when we act under a binder or as an agent of an insurer when we arrange your insurance and advise you about your insurance needs

#### Will I receive tailored advice?

Maybe not in all cases. However, 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 give you advice about your insurance needs. We will ask you for the details 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 may ask for, any advice we provide to you may not be appropriate for your needs, objectives and financial situation.

You should read the warnings contained in any SOA or any other warning we may give you carefully before making any decision about an insurance policy.

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

#### Contractual Liability and your insurance cover.

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases allow them to refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature that are contained in any contract you may enter into.

#### What information do we maintain in your file, and can you examine your file?

We maintain a record of your personal profile, including any details of insurance policies that we arrange for you. We may also maintain records of any recommendations or advice we have given to you. We will retain this FSG and any other FSG given to you as well as any SOA or 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. A copy of our privacy policy is available on request and also on our website. If you wish to look at your file, please ask us. We will make arrangements for you to do so.

#### How do you pay for the insurance services provided by us?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in some cases we will also charge you a fee. These will all be shown on the invoice that we send you. You can choose to pay by any of the payment methods set out on the invoice. You are required to pay us 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 our commission. When you pay us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while it is in our trust account or we may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

#### How are commissions, fees or other benefits calculated for providing the financial service?

Our commission will be calculated based on the following formula:

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

In this formula;

X = our commission,

Y = our commission percentage paid to us by an insurer. Our commission varies between 0% and 30%.

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

Any fees that we charge you will be based on the overall scope of the work we perform for you and will be disclosed as part of the total amount payable.

We do not often pay commissions, fees or benefits to others who refer you to us. If we do, we will pay commissions out of our commission or fees, (not in addition to these amounts) in the range of 0 to 10% of our commission or fees. Our employees that assist you with your insurance needs are paid a market salary in accordance with applicable awards and may also receive bonus payments from time to time. If we give you personal advice, we will inform you of any additional commissions, fees or other payments our associates or anyone referring you to us will receive in relation to the policies that are the subject of that advice.

See below for information about the Steadfast association and commission.

#### Do we have any relationships or associations with insurers who issue the insurance products or any other material relationships?

Nepean Brokers & Associates Pty. Ltd. 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 - 1% commission for each product arranged by us with those Partners. Steadfast is also a shareholder of some Partners.

We 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 we have 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](http://www.steadfast.com.au)

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 insurance premium (including government fees or changes). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Our 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 are paid for that funding arrangement compared to the other arrangements that were available to you. The amount of our commission and any fee that we charge will set out in the premium funding contract.