

# FINANCIAL SERVICES GUIDE

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## A & R GENERAL INSURANCE

**SERVICES PTY LTD** ABN 82 071 170 762

ASIC Authorised Representative No: 253637

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enquiries@argeneral.com.au

A & R General Insurance Services Pty Ltd only provides the services described in this FSG through the individuals named below:

Authorised Representative	ASIC Authorised Representative Number	Licencees Authorised to Represent
Denis Hardy	251645	AMPGID & AFMIB
Craig Beckett	251508	AMPGID & AFMIB
Peter Mineo	251940	AMPGID & AFMIB
Sharon Ritchie	251647	AMPGID
Judy Roese	251509	AMPGID
Vanessa Buckpitt	302448	AMPGID

The Australian Financial Services Licensees are:

**AMP GI Distribution Pty Limited**  
AFS Licence No: 232703  
ABN: 40 098 080 810  
33 Alfred Street,  
SYDNEY NSW 2000  
PO Box 4134, SYDNEY NSW 2000  
Ph: 13 14 36  
Fax: (02) 9257 7428  
Email: GI\_Distribution@amp.com.au

**AFM Insurance Brokers Pty Ltd**  
AFS Licence No: 239010  
ABN: 82 073 267 053  
L 8, 300 Adelaide Street,  
BRISBANE QLD 4000  
PO Box 10709, BRISBANE,  
Adelaide Street, QLD 4000  
Ph: (07) 3319 5100  
Fax: (07) 3319 5160  
Web Site: www.afmib.com.au

### 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 your decision on whether to use any of our services described here, including purchasing general insurance through us. This FSG contains important information about:

- how we are paid for the services;
- any associations or relationships that could influence the services we provide to you; and
- the dispute resolution procedures available to you and how you can access them.

You may also receive a Product Disclosure Statement and a Personal Advice Letter (PAL), Statement of Advice (SoA) or General Advice Letter (GAL). This is explained further in Section A of this FSG.

The total commission that both AFMIB and A & R General Insurance Services Pty Ltd receives depends on the type of insurance product that is sold and the amount of the premium. If we provide you with personal advice on a retail product, you will be provided with a PAL or an SoA which will set out any remuneration and other benefits we may receive. We will do this at the time we give you advice or as soon as practicable after. If you don't receive personal advice on a retail product, you may request the details of the commission and we will provide this to you.

AFMIB and A & R General Insurance Services Pty Ltd may charge a fee for service directly to you, or charge you an hourly rate. Note that we may be paid by any combination of fees for service, hourly rate and commissions.

AFMIB retains the interest on premiums paid by you that are held in their trust account before paying the insurer. AFMIB is a member of IBNA. They have exclusive arrangements with some insurers where they receive between 0.5 – 1.5% commission on the premium placed by us with those insurers. These payments are used to operate IBNA.

Depending on the operating costs of IBNA (including the costs of member services provided to them and other shareholders) and the amount of total business AFMIB places with the participating insurers in any financial year, they may receive some of that commission at the end of each financial year.

As an IBNA member, they can access services including operating and compliance tools, advice and assistance from professional bodies, group insurance arrangements, product comparison and placement support, claims support and purchasing arrangements. These member services are either funded or subsidised by IBNA or available exclusively to members for a fee.

If you pay by credit card we may charge you a credit card (incl. arrangement & handling) fee, which is disclosed and shown separately on our invoices, they are non refundable. This fee covers the cost of bank charges etc. associated with such facilities.

### ◆ Fees

AFMIB also charge a Broker Fee, and, this charge may vary depending on the level of commission paid by the product issuer. A & R General Insurance Services Pty Ltd may also charge a fee. You should read the PAL or SoA in conjunction with the explanation of the remuneration and other benefits we may receive.

In most cases AFMIB and A & R General Insurance Services Pty Ltd will also receive commissions and fees when selling the general insurance products other than retail. A fee may also be payable for the preparation of a PAL or SoA in addition to any other fees or commissions that may be incurred.

### ◆ Other Benefits

In addition to the remuneration described above, we may also be entitled to non-monetary rewards or benefits eg. tickets to sporting events, attendance at golf days, competition prizes which can include items such as gift vouchers, wine or dinners, each with a value unlikely to exceed \$300.

Individual authorised representatives engaged by A & R General Insurance Services Pty Ltd are salary employed but may also receive a bonus payment for meeting sales targets.

### ◆ Directorship/Shareholding

Denis Hardy is a director of AFM Insurance Brokers Pty Ltd and is paid directors/ consultant fees for management services provided to that company. These fees are paid to Denis Hardy. In addition, A & R General Insurances Pty Ltd is a shareholder of AFM Insurance Brokers Pty Ltd and is entitled to receive company dividends.

### ◆ Back-up Authorised Representative

In the unlikely event of Denis Hardy or Craig Beckett being absent for an indefinite period, Andrew Herrett or George Foord will be available and provide the financial services described in this FSG. You will be advised if this is the case when you call for a financial service.

### ◆ Adviser Administration Fee

In addition to the premium payable on the insurance product, we may charge an Adviser Administration Fee. The fee charged may vary depending on your circumstances. If a fee is charged it will be applied when you purchase an insurance product we recommend. We will tell you the actual amount of the fee before you purchase an insurance product.

The fee may also be charged if we provide additional services to you or when you renew the insurance product. If the fee is charged when you renew your insurance, the amount payable (which may change) will be set out in the renewal notice.

Depending on the circumstances, we may:

- reduce our commission (which may be to nil) and charge the fee; or
- charge the fee in addition to receiving commission.

GIO collects the fee on our behalf and passes the fee on to us. Alternatively we may invoice you directly for the fee. The fee is in addition to the premium payable on the insurance product.

If you cancel the insurance product, we may refund a portion of the fee, depending on the circumstances. GIO is not responsible for refunding the fee.

### ◆ Other Benefits

In addition to the remuneration described above, we may receive other benefits which could be considered to influence our recommendations to you. These may include non-monetary rewards or benefits eg. tickets to sporting events, attendance at golf days and competition prizes, which can include items such as gift vouchers, wine or dinners. We may also receive other benefits from AMPGID or GIO such as financial or marketing assistance.

GIO will make incentive payments to AMPGID if AMPGID meets or exceeds agreed targets based on growth in written premium and insurance trading results.

### ◆ Conferences

Up to 20 general insurance advisers and their partners and 3 AMPGID employees are eligible to qualify for attendance at an international conference for up to 7 days held every second year and sponsored by AMPGID. The conference value depends on the destination and level of accommodation chosen. Qualification is based on the growth of their portfolio of business, subject to their compliance with legislative requirements and underwriting guidelines and observance of AMPGID's professional standards and conditions at all times.

### ◆ Selling our general insurance practice

If we leave the general insurance industry, AMPGID may agree to buy back our ongoing book of general insurance business if we cannot otherwise sell it. The purchase price for the book of business is valued at a predetermined rate based on, amongst other things, a multiple of the ongoing remuneration receivable by us on that book of business. In limited circumstances we may be permitted to sell part of our book of business under these terms.

Individual authorised representatives engaged by A & R General Insurance Services Pty Ltd are salary employed but may also receive a bonus payment for meeting sales targets.

## SECTION C: SERVICES AUTHORISED BY AFMIB

### ◆ What financial services are we authorised to provide on behalf of AFMIB?

We are authorised to advise and deal on behalf of AFMIB, in relation only to general insurance products, which have been approved by AFMIB.

### ◆ Commissions and Fees

In most instances, AFMIB is paid a commission by the product issuer (underwriter) if you purchase or renew the general insurance products we recommend to you. We will receive a proportion of this amount from AFMIB. We and AFMIB will not receive any commission where you do not buy the recommended product. The commission is linked directly to the price of the insurance that is sold to you and is calculated as a percentage of the base insurance premium of the relevant general insurance product (which excludes any government taxes and charges). It is not an extra charge to you.

#### ◆ What other documents will we give you?

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

For Personal Accident & Illness Insurance, the advice document will be called a Statement of Advice (SoA), and will set out the basis upon which the advice is given and details about fees and commissions paid to us.

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.

#### **SECTION A:** **RELATIONSHIPS AND GENERAL INFORMATION ABOUT OUR SERVICES**

We conduct a general insurance advisory business as authorised representatives, providing general insurance advisory and dealing services to our customers. These services are provided under the authority and on behalf of the AFS Licensees named on page 1.

#### ◆ Our relationship with AMPGID

AMP GI Distribution Pty Limited (“**AMPGID**”) has an Australian Financial Services licence to provide advice and dealing services in relation to general insurance products.

AMPGID has an arrangement with GIO General Limited (“**GIO**”) where:

- AMPGID distributes general insurance products issued by GIO (the insurer) and branded AMP. The products are distributed under AMPGID’s licence by AMPGID’s representatives. AMPGID receives payments from GIO under this arrangement as set out in this document, as well as an annual marketing payment to promote GIO products.
- AMPGID is given a binding authority to arrange for its representatives to issue general insurance policies on behalf of GIO as the product issuer. This authority from GIO is referred to as a “binder” which means we are authorised to approve and accept an application for insurance issued by GIO. In providing any services under the binder, we and AMPGID are acting on behalf of GIO, the insurer, and not on your behalf.

AMPGID has also entered into arrangements with other general insurance companies and underwriting agencies to make available travel insurance and certain wholesale general insurance products which GIO does not issue. We will only make recommendations on or deal in products which are on the Approved Product List issued by AMPGID when acting on behalf of AMPGID. Apart from travel insurance and certain wholesale general insurance products, the products on AMPGID’s Approved Product list are issued by GIO.

#### ◆ Our Relationship with AFMIB

AFM Insurance Brokers Pty Ltd (AFMIB) has an Australian Financial Services Licence and provides advice and dealing services in relation to general insurance products.

AFMIB has agreements with most APRA approved insurers and underwriting agencies to place cover where it is felt alternative products available in the market place better meet your needs.

AFM Advantage Pty Ltd shares common ownership with AFM Insurance Brokers Pty Ltd. Although we (A & R General Insurance Services Pty Ltd) act on your behalf, when we arrange a Holland product, AFM Advantage Pty Ltd has authority to issue the policy on behalf of Hollards which means they act on behalf of the insurer. AFM Insurance Brokers Pty Ltd is remunerated in accordance with the performance of their portfolio of clients. In return for performing policy and claims administration, it receives a share of the profits or losses, which is calculated after deducting all costs including claims, reinsurance, admin expenses, insurers overheads etc.

**The AFS Licensees named on page 1 have authorised us to provide you with this FSG.**

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

The relevant AFS Licensees who authorised us to provide the services are responsible to you for the services we provide to you. Details of our authorisation from each of the authorising AFS Licensees are described in Sections B and C of this FSG.

AMPGID acts on your behalf when we provide services to you as their authorised representative. However, when acting under a binder, the activity of assessing (underwriting) an application and issuing a policy is done by us and AMPGID on behalf of GIO.

AFMIB acts on your behalf when we provide services to you as their authorised representative. However, when acting under a binder, the activity of assessing (underwriting) an application and issuing a policy is done by AFMIB on behalf of Hollards.

#### ◆ Do the Licensees have the required Compensation Arrangements?

AMPGID and AFMIB are covered by professional indemnity insurance satisfying the requirements under s912B of the Corporations Act for compensation arrangements. AMPGID and AFMIB are covered under separate insurance policies.

The insurance is subject to terms and exclusions. However the insurance covers claims arising from the actions of former employees or representatives of AMPGID and AFMIB, even where subsequent to these actions they have ceased to be employed by or act for AMPGID or AFMIB.

You do not have a direct right to claim under this insurance which is taken out to ensure sufficient resources will be available to meet claims against AMPGID and AFMIB.

#### ◆ What information do you need to give us to receive personalised general insurance advice?

You need to provide us with specific details of your property and risks to be insured and any other relevant information, so that we can give you the most appropriate advice possible.

You do not have to give us your personal information. However, if you do not, the advice that you receive may not be appropriate to your particular objectives and needs.

#### ◆ How should instructions be provided to us?

You may provide instructions to us by telephone, in writing or by e-mail to the address on page 1.

#### ◆ What information will we keep on file?

We will keep a record of the personal information that you provide to us. We will also keep records of any recommendations we make to you.

#### ◆ What about Privacy?

Your privacy is important to us and our authorising AFS Licensees. Please contact us if you would like a copy of our Privacy Statement.

AMPGID is a member of the AMP Group of companies. To learn more about collection and use of your personal information, see the AMP Privacy Policy on the AMP website [www.amp.com.au](http://www.amp.com.au). To contact AMP, or seek access to personal information, phone AMP on 13 12 67 or visit [www.amp.com.au](http://www.amp.com.au).

AFMIB adheres to the Privacy Amendment (Private Sector) Act 2000 and the National Privacy Principles. For further information, please access the website at [www.afmib.com.au](http://www.afmib.com.au) or phone (07) 3319 5100.

#### ◆ Will anyone be paid a referral 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 (usually a flat spotter’s fee or percentage of the premium excluding government charges) in relation to that referral, our PAL or SoA to you will set out that fee or commission.

#### ◆ Can we help you with Premium Funding?

In some instances you may wish to pay for your insurances by monthly instalments by using premium funding. We can provide you with this service through a number of providers. These providers are not related to our authorising AFS Licensees.

We may receive commissions and/or fees from these providers directly and not via our AFS Licensees. Our income is calculated as a percentage of the amount being premium-funded and/or a flat fee. We will tell you the basis and amount of any such payment if you ask us.

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

Our authorising AFS Licensees and A & R General Insurance Services Pty Ltd are committed to ensuring that the services that are provided to you meet your expectations. If you have a complaint you should tell us about your complaint by contacting A & R General Insurance Services Pty Ltd using the contact details on page 1 of this FSG. If your complaint is not satisfactorily resolved within 10 business days, please notify or write to the relevant authorising AFS Licensee using their contact details on page 1 of this FSG. If you are unsure whom, you can contact any of our authorising AFS Licensees.

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 the AFS Licensees are members. Their contact details are as follows:

**AMPGID and AFMIB:**  
**Financial Ombudsman Service Limited**  
**GPO Box 3**  
**Melbourne VIC 3000**  
**Ph: 1300 780 808**  
**Fax: 03 9613 6399**  
**Email: [www.fos.org.au](mailto:www.fos.org.au)**  
**Website: [www.fos.org.au](http://www.fos.org.au)**

#### General

If you have any questions in relation to the above information or require any further information please don’t hesitate to contact us or the relevant AFS Licensees.

#### **SECTION B:** **SERVICES AUTHORISED BY AMPGID**

#### ◆ What financial services are we authorised to provide on behalf of AMPGID?

We are authorised to provide general insurance advisory and dealing services on behalf of AMPGID.

We can assist with the following AMP branded general insurance products which are issued by GIO:

- AMP Home & Contents Insurance
- AMP Motor Vehicle Insurance
- AMP Boat Insurance
- AMP Caravan & Trailer Insurance
- AMP Top Strata Residential Insurance
- AMP Farm Insurance
- AMP Business Insurance

We can also assist with Cover-More Travel Insurance, issued by Great Lakes Reinsurance (UK) Plc Trading As Great Lakes Australia (100% subsidiary of Munich Re) as well as wholesale (i.e. commercial) general insurance products.

#### ◆ Commissions

AMPGID is paid a commission if you purchase or renew general insurance products we arrange for you. We will receive a proportion of this amount from AMPGID. AMPGID will not receive any commission where you do not buy the recommended product. The commissions are calculated as a percentage of the base insurance premium of the relevant general insurance product (which excludes any government taxes and charges). It is not an extra charge to you.

The commission that AMPGID receives depends on the type of insurance product that is sold and the amount of the premium. If we provide you with personal advice on a retail product, we will disclose to you the commission amount paid to AMPGID and the amount of the commission paid by AMPGID to us. We will do this at the time we give you advice or as soon as practicable after. If you don’t receive personal advice on a retail product, we can tell you how much commission AMPGID receives if you ask.