

Financial Services Guide

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

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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 our associates are paid.
- any potential conflict of interest we may have.
- our internal and external dispute resolution procedures and how you can access them.

Statement of advice

Retail clients are: Individuals or a small manufacturing business employing less than 100 people or any other business employing less than 20 people. AND that are being provided a financial service or product that relates to the following insurance covers – Motor Vehicle under 2 tonne, home building, contents, personal and domestic, sickness and accident or travel, consumer credit and other classes as prescribed by regulations.

If you are a Retail Client and purchase a retail insurance product you will receive a statement of advice (**SOA**) whenever we provide you with personal advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, which will enable you to make an informed decision about your insurance needs.

If we do not provide you with a SOA we have not provided you with personal advice, only General Advice. General Advice is advice that has been prepared without considering your current objectives, financial situation or needs. Therefore before acting on this advice you should consider its appropriateness having regard to your current objectives financial situations or needs. Typically we give only General Advice.

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 that we deal with regularly. In giving you advice about the costs and terms of recommended polices we have not compared those policies to other policies available, other than from those insurers we deal with regularly.

Product disclosure statement

If you are an individual or small business and purchase a retail or personal insurance product and we offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a product disclosure statement (**PDS**), unless you already have an up to date PDS from the insurer. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

<p>From when does this FSG apply?</p>	<p>This FSG applies from 20/10/2020 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 by this FSG.</p>
<p>How can you instruct us?</p>	<p>You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.</p>
<p>Who is responsible for the financial services provided?</p>	<p>Commercial Reality Insurance Brokers 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.</p> <p>Commercial Reality Insurance Brokers Pty Ltd holds a current Australian Financial Services Licensee no: 245568. The contact details are on the front of this FSG.</p>
<p>Do we have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?</p>	<p>Commercial Reality Insurance Brokers Pty Ltd is a Network Broker of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers and premium funders (Partners) under which Steadfast will receive between 0.5 - 2% commission for each product arranged by us with those Partners. These payments are used to operate Steadfast. Steadfast is also a shareholder of some Partners.</p> <p>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.</p> <p>You can obtain a copy of Steadfast's FSG at www.steadfast.com.au</p> <p>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. If you instruct us to arrange or issue a product, this is when we become entitled to the commission.</p> <p>Our 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 we are paid for that funding arrangement compared to the other arrangements that were available to you.</p>
<p>What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?</p>	<p>Commercial Reality Insurance Brokers Pty Ltd is authorised to provide financial product advice for general insurance products and deal in a general insurance product to retail and wholesale clients. We will do this for you as your broker unless we tell you otherwise. Sometimes it may be more appropriate for us to access insurance where we act as agent of the insurer. If and when this situation arises we will highlight this to you.</p>

Will I receive tailored advice?	<p>Maybe not in all cases. However, this question and answer specifically applies to you if you are an individual or small business and you purchase retail or personal insurance. 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, or to give you advice about your insurance needs. We will ask you for the details that we need to know.</p> <p>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.</p> <p>You should read the warnings contained in any SOA, or any other warnings that we give you, carefully before making any decision about an insurance policy.</p>
Contact Agreement.	<p>To ensure that we provide you with appropriate products and services, you agree to us calling you to discuss new products and services. If you do not want this to happen, please contact us and we will place you on our Do Not Call Register</p>
Contractual Liability And your insurance	<p>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 refuse to indemnify you at all. You should seek legal advice before signing and accepting such contracts. You should inform us of any clauses of this nature before you enter into them.</p>
Personal Information.	<p>We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. We only provide your information to the insurance companies with whom you wish to deal. We do not trade sell or rent your information. A copy of our privacy policy is available on request.</p> <p>If you wish to look at your file please ask us. We will make arrangements for you to do so.</p>
How will I pay for the services provided?	<p>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 in the invoice. You are required to pay us within the time set out on the invoice.</p> <p>If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, we will retain any fee we have charged you. We may also retain commission depending on our arrangements with the insurer or charge you a cancellation fee equal to the reduction in commission.</p> <p>We retain the interest on premiums paid by you that are held in our trust account before paying the insurer.</p>
How are any commissions, fees or other benefits calculated for providing the financial services?	<p>Our commission will be calculated based on the following formula:</p> $X = Y\% \times P$ <p>In this formula:</p> <p>X = our commission</p> <p>Y% = the percentage commission paid to us by the insurer. The commission percentages vary from product to product but will generally range from 0% to 27.5%.</p> <p>P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).</p>

<p>How are any commissions, fees or other benefits calculated for providing the financial services?</p>	<p>Administration fees may be charged on a per invoice basis and generally they will range from \$20 to \$1,000. If you purchase a retail or personal insurance product and we give you personal advice, we will inform you of any fees commission or other payments we, our associates or anyone referring you to us (or us to any insurer) will receive in relation to the policies that are subject to the advice.</p> <p>We do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 20 to 75% of our commission or fees.</p> <p>Our employees that will assist you with your insurance needs will be paid a market salary. It will generally be based on their age, experience, job performance and position of responsibility.</p> <p>If we arrange premium funding for you, we may receive a commission from the supplier. We may also earn an override commission based on volume of business placed with a premium funder.</p> <p>If we give you a SOA, we will list in that document any fees, commission or other payments we, our associates or anyone referring you to us (or us to any insurer) will receive in relation to the policies that are the subject of the advice.</p> <p>If you pay by credit card, we may charge you a credit card fee, which will be disclosed and shown separately on our invoices, they are non refundable. The fee covers the cost of bank charges etc that are associated with such facilities.</p> <p>See above for information on the Steadfast association and commission</p>
<p>Compensation.</p>	<p>We hold a Professional Indemnity Policy. This policy is designed to pay claims by Third Parties (including our clients) arising out of our professional negligence. The policy extends to cover us for work done for us by representatives/employees and satisfies what is required of us for compensation arrangements.</p>
<p>What should I do if I have a complaint?</p>	<ol style="list-style-type: none"> 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 10 days, please contact Tony Walshe on 9397 4788 or put your complaint in writing and send it to him at the Commercial Reality Insurance Brokers Pty Ltd address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly. 3. Commercial Reality Insurance Brokers Pty Ltd is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to AFCA. AFCA can be contacted by post GPO Box 3, Melbourne 3001 or on 1800 931 678, email info@afca.org.au or website. https://www.afca.org.au/
<p>Any questions?</p>	<p>If you have any further questions about the financial services Commercial Reality Insurance Brokers Pty Ltd provides, please contact us.</p> <p>Please retain this document for your reference and any future dealings with Commercial Reality Insurance Brokers Pty Ltd.</p>