

Financial Services Guide

Authorised Representative

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

Whitbread Associates Pty Limited

ABN 69 005 490 228, AFS License No 229092 trading as Whitbread Insurance Brokers (Whitbread)

Head Office: Melbourne

346 St Kilda Road, Melbourne VIC 3004
Email: info@whitbread.com.au

Sydney

Level 7, 276 Pitt Street, Sydney NSW 2000

1300 424 627 Australia Wide

Whitbread is a member of and subscribes to the Insurance Brokers Code of Practice. Please visit our website, www.whitbread.com.au to view a copy.



This FSG sets out the services that we are authorised to 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 are authorised to offer you
- how we, Whitbread and others are paid
- any potential conflict of interest we or Whitbread may have
- Whitbread's internal and external dispute resolution procedures and how you can access them
- arrangements Whitbread have in place to compensate clients for losses
- the Whitbread Privacy Policy

The distribution of this FSG has been authorised by Whitbread.

Further information when personal advice is given

We will provide you with further information whenever Whitbread provide you with advice, which takes into account your objectives, financial situation and needs. This information may include the advice Whitbread has 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).

Whitbread will usually only consider the policies offered by the insurers or insurance providers that it deals with regularly. In giving you advice about the costs and terms of recommended policies Whitbread has not compared those policies to other policies available, other than from those insurers it deals with regularly.

Product Disclosure Statement

If we provide you with a quote or arrange the issue of an insurance policy to you through Whitbread 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. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

From when does this FSG apply?

This FSG applies from 1st November 2013 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.

How can I instruct you?

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

Cooling off Period

A cooling off period may apply to an insurance policy issued to you as a retail client. During the period you may return the policy. Details of your cooling off rights will be included in the relevant PDS.

Who is responsible for the financial services provided?

We are responsible for the general advice and factual information that will be provided to you including the distribution of this FSG. Whitbread is responsible for the personal advice financial services. Whitbread hold a current Australian Financial Services License, Number 229092. The contact details for Whitbread are at the front of this FSG.

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

We are authorised by Whitbread to provide general advice on and to arrange your residential and commercial strata insurance needs. When providing you with general advice and/or arranging general insurance for you we act as an Authorised Representative of Whitbread.

We are not authorised to provide personal advice. This means we cannot provide advice that takes into account your personal needs, objectives and financial circumstances. If you require personal advice you can contact Whitbread directly.

Strata Insurance:

Whitbread acts on your behalf when they obtain strata insurance for you. This means that Whitbread obtains quotes from insurers for you, and acts on your behalf when they arrange or renew your strata insurance, or when they provide advice about your strata insurance.

What information do you and Whitbread maintain in my file and can I examine my file?

We and Whitbread maintain a record of your personal profile, including details of insurance policies that we arrange for you. Whitbread also maintains records of any recommendations or advice given to you. We will retain evidence on your insurance file of any disclosure documentation provided to you. Whitbread will also 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.

Whitbread are committed to enforcing their Privacy Policy, which will ensure the privacy and security of your personal information. A copy of their Privacy Policy is available on request. A copy is also available on the website, www.whitbread.com.au. If you wish to look at your file please ask us. We will make arrangements for you to do so.

How will I pay for the services provided?

You can choose to pay by any of the payment methods set out on the invoice. You are required to pay the amount shown within the time set out on the invoice.

When Whitbread receives your premium it will be banked into a trust account. Whitbread retains the commission from the premium you pay and remits the balance to the insurer in accordance with its arrangements with the insurer. Whitbread will earn interest on the premium while it is in the trust account or it may invest the premium and earn a return. Whitbread will retain any interest or return on investment earned on the premium.

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If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, Whitbread will retain any fee charged. Whitbread may also retain commission depending on the arrangements with the insurer, or charge you a cancellation fee equal to the reduction in commission.

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

If your strata insurance is arranged through us, the insurance underwriter may pay a commission of up to 25% of the insurance base premium to Whitbread depending on the policy issued. Whitbread pays us a commission out of this amount. We receive up to 25% of the insurance base premium. Where the underwriter does not pay a commission, Whitbread charges you a fee and shares that fee with us.

The designated member of our staff that manages your property is paid a salary and does not receive a bonus from Whitbread for arranging insurance.

Whitbread charges a broker fee on each policy. This fee will be disclosed to you on your quotation.

If you request that Whitbread arranges premium funding for you they may be paid a commission by the premium funder. They may also charge you a fee (or both). The commission that Whitbread is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges).

Whitbread's commission rates for premium funding are in the range of 0% to 2% of funded premium. When they arrange premium funding for you, you can ask us what commission rates Whitbread are paid for that funding arrangement compared to the other arrangements that were available to you. The amount of Whitbread commission and any fee charged will be set out in the premium funding contract.

If you instruct us to arrange a product, this is when we become entitled to the commission. If we provide you with general advice, you may request further details regarding our commission, before we provide further services to you.

See below for information on the Steadfast association and commission.

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

Whitbread has a relationship with Axis Underwriting Services Pty Limited (Axis) who is a related entity of Whitbread. Axis acts as an underwriter and holds binding authorities with Lloyds of London and various Australian registered insurance companies to arrange certain types of insurance policies on behalf of those insurers.

Whitbread may, at times, use the services of Axis in obtaining insurance for clients. We will inform you should Axis' services be used.

Whitbread 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 Whitbread with those Partners. Steadfast is also a shareholder of some Partners.

Whitbread may receive a proportion of the commission from Steadfast at the end of each financial year (or other agreed period).

As a Steadfast Network Broker Whitbread has 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 the Steadfast FSG at www.steadfast.com.au.

What should I do if I have a complaint?

1. Contact Whitbread and tell them about your complaint. They will do their best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 24 hours Whitbread will refer the matter to their Complaints Officer, alternatively you can put your complaint in writing and send it to the Complaints Officer at the Whitbread Head Office address noted in this FSG. The Complaints Officer will seek to resolve the complaint within 20 days.
3. Whitbread is a member of the Financial Ombudsman Service Limited (FOS). If your complaint cannot be resolved to your satisfaction by Whitbread you have the right to refer the matter to the FOS. Contact details for FOS are listed below:

Financial Ombudsman Service Limited

GPO Box 3, Melbourne 3001

Phone: (03) 9613 7366

1300 780 808

Fax: (03) 9613 6399

Email: info@fos.org.au

What arrangements does Whitbread have in place to compensate clients for losses?

Whitbread has a professional indemnity insurance policy (PI policy) in place that complies with the requirements of Section 912B of the Corporations Act 2001.

The PI policy covers Whitbread, their employees and representatives (including Authorised Representatives) for claims made against them by clients as a result of the conduct by Whitbread, their employees and representatives in the provision of financial services.

The insurance (subject to its terms and conditions) will continue to cover claims in relation to employees and representatives who no longer work for Whitbread or us but who did at the time of the relevant conduct.

Any questions?

If you have any further questions about the financial services offered, please contact Whitbread or us.

Please retain this document for your reference and any future dealings with us or Whitbread.

Whitbread/Compliance/Strata FSG 2013 V1.4

Authorised Representative details:

