

This Financial Services Guide (FSG) contains information about our services and charges, your rights as a client and is designed to assist you with your decision making. Unless you tell us otherwise in writing, we will assume that you agree with these terms which are specific to our relationship with you. At the time we advise you, you may receive documentation to assist you, including;

- Statements of Advice – summaries of our advice and the basis on which it was provided;
- Product Disclosure Statements – contain information about the products we recommend to you;
- Confirmation notices – details of transactions we have arranged on your behalf.

ABOUT US

We hold an Australian Financial Services Licence under the Corporations Act 2001 to provide financial product advice on, and deal in general insurance products. We are a member of the Financial Ombudsman Service (FOS) NIBA and a member of IBNA Limited. We subscribe to the Insurance Brokers' Code of Practice and hold Professional Indemnity Insurance cover that complies with the requirement of RG126.

OUR SERVICES

We are committed to providing sound advice based upon your needs and our comprehensive market knowledge. We offer a range of services to assist you which include:

- Review and advise on your general insurance needs
- Arrange and renew insurance contracts on your behalf
- Premium funding (*assist with application*)
- Assisting with insurance claims

In order to provide appropriate advice that meets your circumstances, we need you to provide us with complete information about the risk(s) to be insured and your situation. You should also tell us about any relevant changes as they occur.

IMPORTANT RELATIONSHIPS

We are a privately owned insurance advisory firm and a member of IBNA Limited ("IBNA"), a national marketing group that provides us with access to a range of resources and provides development of products and services for our clients. This assists us when we provide services to you by giving:

- Access to insurance products underwritten by a wide range of insurers.
- Access to insurance products that provide wide insurance cover.
- Access to consultants with specialised skills in certain risk products and services.

HOW WE WILL LOOK AFTER YOUR INSURANCE NEEDS

You can provide us with instructions in person, by telephone, email or in writing.

New Business

Contact us as soon as possible if you need cover for a risk or property that is not insured. For immediate cover, we can usually obtain an interim contract of insurance (generally valid for a month or less). We need details of the property or risk and all other information which you need to disclose to the insurer. We will send you a proposal for completion, signing and to be returned to us as soon as possible before interim cover expires. Insurance contract documents issued by the insurer should be kept in a safe place.

Renewals

We will give you at least 14 days notice of expiry of any insurance contract by offering to renew the insurance contract and will invoice you for the cost of renewal. For commercial insurances we will renew the insurance after we have considered whether it meets your needs. Unless you tell us otherwise, we will automatically renew your personal insurances to ensure you continue

to be covered. If there is a change to your circumstances, please notify us as soon as possible. This will allow us to assess the appropriateness of your personal insurances and whether you require further advice from us.

In some circumstances we may be able to arrange for the insurer to cover you temporarily before payment is received, but we cannot guarantee this. We will notify you when renewal has been affected.

If you arranged or renewed insurance directly with an insurer or through another broker, we will not be responsible for notifying you of expiry or arranging renewal unless you ask us to do so.

Variations

You should carefully monitor and review that your insurance contract is adequate to cover your assets or business activities. If you want to vary any cover, (eg by increasing the sum insured or adding other property) please provide us with details of the changes you require and any other information you need to disclose to the insurer. We will arrange the variation with the insurer and provide you with written confirmation.

Claims

We will receive your claims notifications, assist and advise you regarding the scope of cover and pass the information to the insurer. If a loss adjustor is appointed we shall, with your permission, pass on your contact details and co-ordinate meetings. In the case of a major loss, we can attend the initial meeting with the loss adjustor if you wish us to. We will promptly forward to you all claims documentation, insurance settlement cheques and other information. If you terminate us as your insurance broker while claims are outstanding, we will

- Negotiate settlement on your behalf subject to a claim service fee (to be agreed) or,
- Provide details of the claim(s) to your new insurance broker so that they may continue to negotiate settlement on your behalf.

FEES FOR OUR SERVICES

You are entitled to know how and what we will charge for our services and what other benefits we receive.

Our remuneration

- We are paid commission by the relevant insurers when we arrange insurances on your behalf. As a general rule, the insurer will pay us an amount based on a percentage of the base premium. The rate ranges from 0 to 25% depending on the product.
- For retail insurance, we charge a broker fee of between \$0 and \$250 depending on the product arranged and the time we spend placing the business.
- For 'IBNA Sourced' insurance products, we are paid up to 0.60% of the base premium as additional commission from the insurer.
- Some Insures may elect to share some of their profit with Unity. Due to the contingent nature of insurance, and the way the arrangements are set up it is not possible to know the amount of profit share, if any, to which Unity may be entitled after the end of the qualifying period.

Fees and commission are our main source of income and cover the cost of providing services to you.

Our charges include GST. Some of our charges may be tax deductible. If we hold your money in trust pending payment to the insurer, we also receive the interest earned.

We will provide you with specific information about the basis and amount you will be charged before or at the time we arrange your insurance.

Conflicts of Interest

As a business we have relationships with and receive income from various third parties as detailed in this FSG. For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you. All material conflicts that impact our advice, that are not mentioned in this FSG, will be disclosed to you.

RELATED COMPANIES

Main Premium Funding (MPF)

Should you arrange premium funding through MPF you should be aware that some of the directors of Unity Insurance Brokers are also directors of MPF. We earn commission from funding arrangements with MPF.

HOW ARE OUR ADVISERS PAID

Our advisers are paid in two ways – salary, and a bonus or incentives which are based on a number of factors including achievement of company goals. If a person has referred you to us, we may pay them between 0 to 50% of our remuneration and this amount will be disclosed in our Statement of Advice. This will not increase the amount you pay us.

TERMS OF PAYMENT

Invoices

We will invoice you for the premium, statutory charges (eg stamp duty, GST, etc) and any fees we charge for arranging your insurances. You must pay us upon receipt of the invoice or, in the case of a renewal, before the expiry date of the contract of insurance. If you do not pay the premium on time, we are obliged to advise the insurer. The insurer has the right to cancel the contract of insurance and you will not be insured. The insurer may also charge a short term penalty premium for the time on risk.

Credit Card Fees

If you elect to pay your account by credit card our bank will charge you a credit card fee, which will vary depending upon which type of credit card you wish to use. This is a bank fee and is not charged by Unity Insurance Brokers. The fee will be advised at time of payment when using our bank's DEFT payment system.

Premium funding

Premium funding products enable you to pay your premiums by instalments. Premium funders do charge interest. We can arrange premium funding on your behalf if you require it. We may receive a commission based on a percentage of the premium from the premium funder for doing so. We will tell you the basis and amount of any such payment if you ask us.

PRIVACY

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We only provide your information to the insurance companies with whom you choose to deal (and their representatives). We do not trade, rent or sell your information. You can check the information we hold about you at any time. You can view our Privacy Policy on our Web Site, or ask us for a copy.

COMPLAINTS AND DISPUTES

If you are not fully satisfied with our services, please telephone our complaints officer. We will acknowledge your complaint in writing and endeavour to resolve the matter within 20 days. If you are still not satisfied, we subscribe to the Financial Ombudsman Service (FOS) which handles complaints against brokers relating to a variety of small business and domestic processes. You can refer your complaint to FOS who will conciliate with a view to seeking a solution that is acceptable to both parties

Further details about FOS can be attained at www.fos.org.au.

We maintain Professional Indemnity Insurance protection that complies with s912B of the Incorporations Act. This insurance includes cover for claims relating to the conduct of employees & representatives who no longer work for us, but did so at the time of the relevant conduct.

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

Unity Insurance Brokers Pty Ltd
Trustee for Unity Brokers Trust trading as
Unity Insurance Brokers
API Insurance Services

PO Box 100, OSBORNE PARK WA 6917
Ph. (08) 92022100 Fax (08) 9444 3904
Email: info@uib.com.au WWW: www.uib.com.au