

FINANCIAL SERVICES GUIDE

INTRODUCTION

This Financial Services Guide describes the services we provide and explains our relationship with the insurers of the products we deal in. It explains how we are remunerated for our services, our professional indemnity insurance and how we handle any complaints you may have.

ABOUT US

Crucial Insurance Risk and Advisors Pty Ltd is an Australian financial services licence holder. Our Australian financial services licence number is 451450. We are authorised to advise and deal in the full spectrum of general insurance products. We are required to meet high standards for staff training, organisational competence, management expertise, financial control and compliance disciplines.

WHO DO WE ACT FOR?

As an insurance broker we normally act for you. We may enter into an agreement with an insurer to arrange insurance policies on their behalf and not your behalf. If we are given a written binding authority from an insurer, this means we can arrange specialised insurance policies we consider appropriate to your general insurance requirements. We will inform you when we also act for the insurer and not only you. Other than the agency relationships mentioned we are not influenced by any product issuers as to the selection of insurance covers offered to you.

OUR SERVICES

We offer a range of services to assist you in protecting your assets. These include:

- Arranging and renewing Insurance contracts on your behalf
- Arranging Premium Funding (if required)
- Assisting with insurance claims

We can advise and arrange all General Insurance Products on your behalf including: Boat Insurance, Business Insurance, Caravan Insurance, Construction Insurance, Farm insurance, Home and Contents Insurance, Liability Insurance, Marine Transit Insurance, Motor Vehicle Insurance, Professional Risk Insurance, Warranty Insurance, Workers' Compensation.

HOW ARE WE PAID

We receive a commission from the insurer when we arrange your insurance. The amount is calculated as a percentage of the premium (excluding taxes and statutory charges) and is included in the premium quoted to you. At the end of the financial year, we may receive a profit share commission from insurers, depending on the performance and profitability of the portfolio, we place with the insurer(s).

In respect of a policy cancellation we reserve the right to retain our remuneration earned prior to the cancellation if you elect to cancel your policy before the expiry date.

Crucial Insurance & Risk Advisors 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 - 1.5% 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 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 broker 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

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 charges). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

We may charge you an administration fee in addition to any commission when you enter into an insurance policy and/or a flat fee for arranging an insurance policy or a fee based upon the time we spend advising you, and/

or an annual management fee. You will be informed of the nature and amount of any fee involved at the time of providing the service or advice for you.

You can ask us for further details of the remuneration that we receive. If you are interested in this information, you must ask us for it within a reasonable timeframe after receiving this FSG. You must ask us before we provide any financial services to you, such as placing your insurance.

WHO WE PAY

Our employees are paid by salary and includes superannuation benefits. The amount of salary varies according to the employee's position within Crucial Insurance. Bonuses or incentives may be payable depending upon a number of factors including performance and the achievement of company goals. Crucial Insurance will pay an Authorised Representative an amount based on the level of commission received by Crucial Insurance for insurance arranged on your behalf. Alternatively, the Authorised Representative may charge a fee based on the nature of services provided.

If you were referred to us, we may pay the person who referred you a commission which is a percentage of the premium received by us for placing your insurance. If you would like further details of these remunerations you must ask us for it within a reasonable timeframe after receiving this FSG. You must ask us before we provide any financial services to you, such as placing your insurance.

OUR PROFESSIONAL INDEMNITY INSURANCE

We have professional indemnity insurance in place which covers us for any errors or mistakes relating to our insurance services. This insurance meets the requirements of the Corporations Act and covers the services provided by us and our employees after they cease working with us provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

WHAT TO DO IF YOU HAVE A COMPLAINT

If you wish to complain about our services, contact our Complaints Officer on 1300400707. We will acknowledge receipt of your complaint within 3 working days, and attempt to resolve it within 15 days.

Crucial Insurance Risk and Advisors 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 at:

In writing: Australian Financial Complaints Authority. GPO Box 3, Melbourne VIC
Phone: 1800 931 678
Email: info@afca.com.au
Web: www.afca.org.au

HOW WE PROTECT YOUR 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. For more information about our Privacy Policy, ask us for a copy or visit our website at www.crucialinsurance.com.au

HOW YOU CAN CONTACT US

We can be contacted at:

Crucial Insurance and Risk Advisors Pty Ltd,
(ABN: 93166630511) (AFS Licence No:451450)

PO Box 1691, Sunshine Plaza, Maroochydore QLD 4558

Telephone: 1300400707

Email: info@crucialinsurance.com.au