



## FINANCIAL SERVICES GUIDE

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

**Helm Insurance Services Pty Ltd**

ABN 30 625 195 619

Authorised Representative No is 1263254

Email: [brisenquiries@insuranceaid.com.au](mailto:brisenquiries@insuranceaid.com.au), Website: [insuranceaid.com.au](http://insuranceaid.com.au)

**Helm Insurance Services Pty Ltd is the authorised representative of:**

**Insurance Aid General Brokers Partnership Pty Ltd**

ABN 37 097 567 710

Australian Financial Services, Licence No: 239049

Unit 9, 35 Paringa Road, Murarrie, Queensland 4172

Email: [brisenquiries@insuranceaid.com.au](mailto:brisenquiries@insuranceaid.com.au), Website: [insuranceaid.com.au](http://insuranceaid.com.au)

Insurance Aid General Brokers Partnership Pty Ltd holds a current Australian Financial Services Licence and is responsible for the financial services that Helm Insurance Services Pty Ltd provides to you. Insurance Aid General Brokers Partnership Pty Ltd is also responsible for the content and distribution of this Financial Services Guide by Helm Insurance Services Pty Ltd.

**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 others are paid.
- any potential conflict of interest that we may have.
- our internal and external dispute resolution procedures and how you can access them.
- arrangements that are in place to compensate clients for losses.

**Further information when personal advice is given**

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



When you ask us to recommend an insurance policy for you, we will commonly 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 policies, we have not compared those policies to other policies available, other than from those insurers we deal with regularly.

### **Product disclosure statement**

If 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 product.

### **Q and A**

#### **From when does this FSG apply?**

This FSG applies remains valid from 27/02/2019.

#### **How can I instruct you?**

You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned at the beginning of this FSG.

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

Insurance Aid General Brokers Partnership 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. Insurance Aid General Brokers Partnership Pty Ltd holds a current Australian Financial Services License.

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

Helm Insurance Services Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients under the Australian Financial Service Licence of Insurance Aid General Brokers Partnership Pty Ltd.

#### **Will I receive tailored advice?**

Maybe not in all cases, however, 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 and will ask you for details that we need to know. In some cases, we will not ask for any of this information.



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. 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. Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances.

### **Contractual liability and your insurance cover**

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 contracts. You should inform us of any clauses of this nature before you enter into them.

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

Insurance Aid General Brokers Partnership Pty Ltd maintains a record of your personal profile, including details of insurance policies that we arrange for you. Insurance Aid General Brokers Partnership Pty Ltd may also maintain records of any recommendations or advice given to you. Insurance Aid General Brokers Partnership Pty Ltd will retain this FSG and any other FSG given to you as well as any SOA or PDS, so that we give or pass on to you, information for this period as required by law.

Insurance Aid General Brokers Partnership Pty Ltd is and we are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of the Privacy Policy from Insurance Aid General Brokers Partnership Pty Ltd and is available their website.

### **How will I pay for the services provided?**

Payment for the services we provide you, are payable directly to Insurance Aid General Brokers Partnership Pty Ltd. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. Insurance Aid General Brokers Partnership Pty Ltd often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commissions, which is paid to Insurance Aid General Brokers Pty Ltd by the insurers. In some cases, you will also be charged a fee that will be shown on the invoice that is sent to you. You can choose to pay Aid General Brokers Partnership Pty Ltd for services by any of the payment methods and time set out in the invoice. If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you and also retain commissions depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in commission.



When you pay us your premium, it will be banked into the trust account of Insurance Aid General Brokers Partnership Pty Ltd, that will retain the commission from the premium you pay to us and remit the balance to the insurer in accordance with arrangements with the insurer. Insurance Aid General Brokers Partnership Pty Ltd will earn interest on the premium while it is in their trust account or Insurance Aid General Brokers Partnership Pty Ltd and may invest this premium to earn a return.

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

Commissions to Insurance Aid General Brokers Partnership Pty Ltd will be calculated based on the following formula:  $X = Y\% \times P$ .

In this formula: X = Commission to Insurance Aid General Brokers Partnership Pty Ltd, Y% = the percentage commission paid to Insurance Aid General Brokers Partnership Pty Ltd by the insurer and that varies between 0% and 40%. P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

We receive 80% of the commission from Insurance Aid General Brokers Partnership Pty Ltd. We rarely do not pay any commissions, fees or benefits to those who you refer to us or to an insurer. If Insurance Aid General Brokers Partnership Pty Ltd does, they will pay commissions to those people out of its commission or fees (not in addition to those amounts), in the range of 0% to 70% of its commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary and at times, may also be paid a commission. If we do, we will pay commissions to those employees out of our commission or fees (not in addition to those amounts), in the range of 0% to 50%.

If we give you personal advice, we will inform you of any fees, commission or other payments that we or my associates or anyone referring you to me/us (or me/us to any insurer) will receive in relation to the policies that are the subject of the advice.

See below for information on the Steadfast association and commission.

Insurance Aid General Brokers Partnership 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 – 2.0% commission for each product arranged by Insurance Aid General Brokers Partnership Pty Ltd with those Partners. Steadfast is also a shareholder of some Partners.



Insurance Aid General Brokers Partnership Pty Ltd may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period), in the form of a rebate. As a Steadfast Network Broker, Insurance Aid General Brokers Partnership Pty Ltd 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 FSG from Steadfast at [www.steadfast.com.au](http://www.steadfast.com.au). If we arrange premium funding for you, Insurance Aid General Brokers Partnership Pty Ltd may be paid a commission by the premium funder and may also charge you a fee (or both). The commission that Insurance Aid General Brokers Partnership Pty Ltd is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or changes). If you instruct us to arrange or issue a product, this is when Insurance Aid General Brokers Partnership Pty Ltd become entitled to the commission.

Commission rates of Insurance Aid General Brokers Partnership Pty Ltd, for premium funding are in the range of 0% to 3% of funded premium. When we arrange premium funding for you, you can ask us what commission rates that Insurance Aid General Brokers Partnership Pty Ltd are paid for that funding arrangement compared to the other arrangements that were available to you. The amount of our commission and any fee that we charge will be set out in the premium funding contract.

We may receive additional remuneration from insurers with whom we have profit share or a volume bonus agreement. Insurance Aid General Brokers Partnership Pty Ltd are part of programs with Chubb, Strata Unit Underwriters, QBE, Zurich & CGU which may include a profit share component of volume bonus. The amount of profit share or volume bonus, if any is variable and is determined by either the increased amount of premium earned or when compared with the claims experience in Insurance Aid General Brokers Partnership Pty Ltd with these insurers. The profit share or volume bonus is calculated and received on an annual basis subject to certain parameters governing the amount of profit share or volume bonus if any. Insurance Aid General Brokers Partnership Pty Ltd are members of the National Insurance Brokers Association (NIBA) and subscribe to the Insurance Brokers Code of Practice.

Insurance Aid General Brokers Partnership Pty Ltd are also members of the Council of Queensland Insurance Brokers and shareholder of Aviso Group Pty Ltd, which is the owner of the Aviso Group trademarks and intellectual property that has granted Insurance Aid General Brokers Partnership Pty Ltd a licence to use the Aviso Group trademarks and its intellectual property.



Aviso has arrangements with some insurers and premium funders (Partners) under which Aviso may receive between 0.5 -1.5% commission and/or profit incentives for each product arranged by us with those Partners. We may receive a proportion of that commission from Aviso at the end of each financial year (or other agreed period).

**What should I do if I have a complaint?**

Contact Insurance Aid General Brokers Partnership Pty Ltd and tell them about your complaint.

If your complaint is not satisfactorily resolved within seven (7) days, please contact us on 07 3630 1823 or put your complaint in writing and send it to us at the address noted at the beginning of this FSG. Insurance Aid General Brokers Partnership Pty Ltd will try to resolve your complaint quickly and fairly.

Insurance Aid General Brokers Partnership 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, for contact on 1800 931 678, or at:

GPO Box 3, Melbourne, Victoria 3001

Email: [info@afca.org.au](mailto:info@afca.org.au), Website: [afca.org.au](http://afca.org.au)

**What arrangements are in place to compensate clients for losses?**

Insurance Aid General Brokers Partnership Pty Ltd has a Professional Indemnity insurance policy (PI) in place. The PI policy covers Insurance Aid General Brokers Partnership Pty Ltd and its employees for claims made against them or its employees by clients as a result of their conduct or of its employees in the provision of financial services. We also have a PI policy in place that covers me/us (and our employees) for claims made against me/us (or our employees) as a result of conduct in the provision of financial services and for claims relating to conduct of former representatives/employees.

**Any questions?**

If you have any further questions about the financial services Helm Insurance Services Ltd or Insurance Aid General Brokers Partnership Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with Helm Insurance Services Pty Ltd or Insurance Aid General Brokers Partnership Pty Ltd.