



## **Financial Services Guide**

The financial services referred to in this financial services guide (FSG) are offered by Sirius Risk Services Pty Ltd (**Sirius**). 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 we may have.
- \* our internal and external dispute resolution procedures and how you can access them
- \* arrangements we have 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 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 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. 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 18/10/2010 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, fax or email on the contact number or details mentioned on page 1 of this FSG.

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

Sirius 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. Sirius holds a current Australian Financial Services Licensee number: 237855. The contact details for Sirius are on the front of this FSG.

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

Sirius is authorised to deal, advise and arrange insurance for both retail & wholesale clients. We will do this for you as your broker unless we tell you otherwise.

#### **Gold Coast Office:**

Level 4, Cnr Clifford & Appel St.  
PO Box 636  
Surfers Paradise QLD 4217  
**Tel: 07 5579 1600**  
**1300 651 528**  
Fax: 07 5579 1601

#### **Sydney Office:**

Level 2, 210 George St.  
Sydney NSW 2000  
**Tel: 02 9258 4000**  
Fax: 02 9258 4050

#### **Darwin Office:**

1/70 Cavenagh St.  
Darwin NT 0801  
**Tel: 08 8924 3450**  
**1300 651 528**  
Fax: 08 8924 3424

#### **Mildura Office:**

Cnr Lime Ave & Tenth St.  
PO Box 10069  
Mildura Vic 3502  
**Tel: 03 5023 3044**  
Fax: 03 5023 3144

#### **Wollongong Office:**

Level 1 17 Flinders St.  
Wollongong NSW 2500  
PO Box 78  
Woonona NSW 2517  
**Tel: 02 4225 3833**  
Fax: 02 4225 3844

**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. We will ask you for the details that we need to know. 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. 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.

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

We maintain a record of your personal profile, including details of insurance policies that we arrange for you. We may also maintain records of any recommendations or advice given to you. We will 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. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. A copy is also available on our website. 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?**

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 most 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. 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. When you pay us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while it is in our trust account or we may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

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

Our commission will be calculated based on the following formula:

$X = Y\% \times P$

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 25%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any fees that we charge you will be shown on your tax invoice.

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 0% to 50% of our commission and/or fees.

If we arrange insurance products through Miramar Underwriting Agency Pty Limited (**Miramar**), we may qualify for reward points under the Miramar rewards program. The number of points we earn will depend on the premium paid to Miramar for the insurance products we arrange with them, subject to a minimum threshold. The points may be redeemed for certain goods or flights.

Our employees that will assist you with your insurance needs will be paid a market salary which may include, for the policies we arrange for you, a small percentage of our commission and fees.

If 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 the subject of the advice.

See below for information on the Steadfast association and commission.

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

Sirius is a shareholder of Steadfast Group Limited (**Steadfast**). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 - 1% commission for each product arranged by us with those insurers. These payments are used to operate Steadfast.

Depending on the operating costs of Steadfast (including the costs of member services provided by Steadfast to us and other Steadfast shareholders) and the amount of total business we place with the participating insurers in any financial year, we may receive a proportion of that commission at the end of each financial year.

As a shareholder of Steadfast 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 shareholders for a fee.

Steadfast is also a shareholder of Miramar Underwriting Agency Pty Limited (Miramar). As a shareholder, Steadfast may receive dividends from Miramar. These amounts will indirectly contribute towards the benefits we receive from Steadfast.

Steadfast has a shareholding in Macquarie Premium Funding. If we arrange premium funding with Macquarie Premium Funding for you, under its agreement with Macquarie Premium Funding, Steadfast will receive 0.5% of your insurance premium (including government fees or charges). As an equity shareholder of Macquarie Premium Funding, Steadfast may also receive dividends from profits of Macquarie Premium Funding. The amount of the Steadfast dividend is based on the share of profit attributable to funding arranged by Steadfast shareholders. The payments (commission and dividends) that Steadfast receives from Macquarie Premium Funding are used to operate Steadfast. Depending on the operating costs of Steadfast and the amount of total business we place with Macquarie Premium Funding in any financial year, we may receive a portion of those amounts at the end of each financial year. You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://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 changes). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Our commission rates 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 we 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 set out in the premium funding contract.

Sirius has entered into an agreement with **Aleron Underwriting Pty Ltd** to provide new products and services to clients of Sirius Risk Services Pty Ltd which will be underwritten by Hollard Insurance Company Limited. The shareholders of Aleron Underwriting Pty Ltd are either Directors and/or employees of Sirius. As shareholders they may from time to time expect to receive a share in the company's profit based on a profit share formula after deduction of claims and expenses. The % of profit payable may vary and is not guaranteed.

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

Contact us and tell us about your complaint, we will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 14 days, please contact our Complaints Manager on 07 5579 1600 or put your complaint in writing and send it to the Complaints Manager at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.

Sirius is a member of the Financial Ombudsman Service (**FOS**). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to FOS. The FOS can be contacted at Level 12, 717 Bourke Street, Docklands 3008 or by post at GPO Box 3, Melbourne 3001, Ph – 1300780808 Fax – 0396136399 Email - [info@fos.org.au](mailto:info@fos.org.au) Website - [www.fos.org.au](http://www.fos.org.au).

**What arrangements do you have in place to compensate clients for losses?**

Sirius has a professional indemnity insurance policy (PI policy) in place.

The PI policy covers us and our representatives (including our authorised representatives) for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives in the provision of financial services.

Our PI policy will cover us for claims relating to the conduct of representatives who no longer work for us.

**Any questions?**

If you have any further questions about the financial services Sirius provides, please contact us.

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

### Types of Property Insurance/ Financial Services we can offer.

Type	What does it cover?
Accounts Receivable	Loss due to inability of the insured to collect amounts owing from customers as the direct result of loss or damage by an insured peril to records of accounts receivable which are contained in the premises.
Advanced Profits / Rentals	Consequential loss of profits / rentals as a result of the delayed completion of a project due to loss, damage or destruction caused by an insured peril / risk.
Audit	Professional fees incurred following audit request by Government
Boiler and Pressure Vessel Explosion	Loss or damage due to explosion or collapse of boilers and/or pressure vessels requiring a certificate of registration.
Burglary / Theft	Loss of or damage to insured property as a result of burglary or theft.
Business Interruption	Loss due to interruption of the business as a result of loss, destruction or damage by an insured peril / risk.
Computer Multi Risks / Computer Breakdown /Business Interruption	Physical loss or damage, including mechanical or electrical breakdown, to computing equipment and loss due to interruption of the business as a result of loss, destruction or damage by an insured peril / risk.
Construction Risks / Liability / Advanced Profits	Loss, destruction of or damage to contract works and all materials ascribed to the contract whilst in transit and on or adjacent to "the site". (cover applies both during the construction and maintenance periods and is tailored to reflect the particular risks mentioned / applicable to specific contracts). Coverage may also include legal liabilities for injury to any person(s) and / or damage to any property of third parties arising out of the construction / maintenance operations.
Corporate Travel	Baggage, overseas medical expenses, money, personal accident and loss of deposits for insured persons whilst travelling on the business of the insured. This policy is often purchased on an annual basis with the insured client as beneficiary.
Crop (Growing)	Loss, destruction or damage to crops from an insured peril / risk.
Customs and Payments Bonds	Liability under the customs and / or Excise Act as amended.
Electronic Computer Crime	Loss sustained by the insured as a result of fraud perpetrated by anyone other than the insured's employees through the insured's computer or electronic communications systems.
Export Credit / Political Risks	Losses caused by: contract repudiation, export licence cancellation or currency inconvertibility preventing the transfer of payments made under a contract; insolvency of an overseas customer; confiscation, expropriation, nationalisation, requisition, destruction or deprivation by actions of governments or local authorities of countries in which the insured may trade.
Fidelity Guarantee	Loss sustained through fraudulent or dishonest acts committed by employees.
Fine Arts Risk	Loss of or damage to fine art and curios whilst on display, exhibition or in transit.
Fire and Perils / Industrial Special Risks	Loss / damage to insured property as a result of fire and / or extraneous perils and / or other risks (Industrial Special Risks).
General Property	Loss of or damage to defined property normally of a specialised nature which is not covered under a Fire / ISR Policy.
Glass Breakage	Accidental damage to internal and / or external glass, mirrors, tiles and signs.
Group Personal Accident	A nominated group of individuals for a specified benefit against loss of limbs and disablement. The benefits are payable to the company or association purchasing the cover.
Householders	Domestic dwellings and contents against fire and other perils including theft and personal liability.
Livestock	Death or illness to specified livestock.
Machinery Breakdown - Business Interruption	Sudden and unforeseen loss or damage to plant and machinery . Or if cover extension taken Loss from interruption or interference to the business as a result of loss or damage to plant and / or machinery.
Marine - Overseas	Loss and / or damage to goods and or merchandise whilst in transit to and from Australia.
Marine Hull	The loss of specified vessels or craft as a result of an insured peril.
Marine Inland	Loss of and / or damage to goods and or merchandise whilst in transit within Australia.
Money	Loss of money and negotiable instruments.
Motor Vehicle	Loss of or damage to motor vehicles and legal liability to third parties arising out of the use of motor vehicles.
Personal Accident & Illness	Covering individuals for specified benefit s against loss of limbs, disablement and weekly income. The benefits are payable to the insured or deemed beneficiary purchasing the cover.
Special Risks	Loss or damage to specified personal jewellery or valuables. This cover is usually placed in conjunction with householder's insurance.

### Types of Liability Insurance/Financial Services we can offer.

6.9	What does it cover?
Charterers Legal Liability	Insured's legal liability to owner of a chartered vessel and / or to third parties arising out of the signing of a charter party agreement.
Directors' and Officers' Liability / Company Reimbursement	Directors' or Officers' for their legal liability for wrongful acts committed whilst acting in their capacity as a Director / Officer.
Economic Loss	Liability to third parties for financial loss arising from personal injury or property damage. Limited cover can be purchased in various forms including product guarantee and professional indemnity insurance.
Employment Practices Liability	Legal Liability to pay arising out of a claim for employee discrimination, unfair dismissal, workplace harassment
Environmental Impairment (EIL)	Legal liability for personal injury or property damage caused by non-sudden or long-term pollution. This policy can also cover the insured for legal costs and the costs of removing, rendering harmless or cleaning up of any substance which has caused or would cause environmental damage.
Libel and Slander / Defamation	Indemnifies insured against claims for libel and slander by any person provided that such claims arise out of the occupation and conduct of the insured.
Products Liability	Legal liability for bodily injury and damage to property caused by any products sold or supplied by the insured.
Products Performance Guarantee	Legal liability either at law or under guarantee to repair or replace defective products made, sold or distributed by the insured.
Products Protection	(Malicious product tamper / contamination) The costs and loss of net profit where products are withdrawn or destroyed due to active or alleged contamination or malicious tamper so as to render the product unfit or dangerous for use.
Products Recall	Legal liability for all costs, expenses and damages for withdrawal or recall of goods or products because of any known or suspected defect or deficiency therein.
Professional Indemnity / Errors and Omissions	Legal liability to compensate third parties for loss sustained by them arising out of negligent acts, errors or omissions on the part of the insured in the conduct of their business.
Protection and Indemnity	The insured's liability to third parties as a result of ownership of a vessel / craft.
Public Liability	Legal liability for bodily injury and/or damage to property occurring in connection with the business.
Taxation and Audit Expenses	Professional fees charged by an accountant in connection with a Tax or other Government audit, including costs in obtaining expert advice.
Umbrella (Difference in Conditions) Liability	Similar cover to Public / Products Liability except that cover is expanded to extend over underlying motor vehicle, workers compensation liability and other liability policies as agreed.
Workers Compensation (ex. Queensland)	Legal liability under the respective State / Territory Acts and at common law for injury sustained by employees in the course of their employment.

Further details regarding our insurance brokerage, its directors and services can be obtained by visiting our website at [www.siriurs.com.au](http://www.siriurs.com.au)