

Financial Services Guide (FSG)

A Guide To Our Relationship With You And Others

Date of FSG 18 March 2004

The Financial Services covered by this Financial Services Guide are provided by:--

AFA PTY LTD
L3, 19-31 PITT STREET, SYDNEY NSW 2000
PO BOX R1852, ROYAL EXCHANGE, NSW 1225
Ph: 02 9259 8222 Fax: 02 9259 8200

Our Australian Financial Services Licence number is 247122 and our ABN number is 83 067 084 333

This is an important document. Please read it carefully.

This Guide contains important information about:

- > the services we offer you
- > how we and our associates are paid
- > any potential conflict of interest we may have
- > our internal and external dispute resolution procedures and how you can access them

If you are a retail client and we arrange an insurance policy for you, we will give you a Product Disclosure Statement when required before you enter into it. It is prepared by the insurer and is designed to give you information on the features, benefits and the risks of the policy to assist you in making an informed decision about whether to buy the product or not. It may be more than one document.

What kind of financial services are we authorised to provide and what kinds of Financial Products/s do those services relate to?

We are able to provide general financial product advice and deal in relation to general insurance products.

- > General advice is where we provide advice on an insurance product, which is not based on our consideration of your personal needs.
- > Dealing services are the services of issuing, varying or disposing of insurance policies, or arranging for this, whether on your behalf or the insurer's.

If we have a binding authority from the insurer, this means we can issue, vary or dispose of the insurance policy (it may be one or more of these) on their behalf as if we were them. If we act for the insurer, we will tell you this as well as the extent of our authority.

What information do we maintain about you and how can you access it?

We maintain a record of your personal profile and use it for the purposes of providing our services to you and administering your and our rights under your insurance policies. That record contains information provided by you and, about insurance policies that we have arranged for you.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. [For our privacy policy please visit www.afainsurance.com or contact us on 02 9948 2711 for a copy]

If you wish to access your file please ask us.

How can you give us instructions?

To provide instructions, contact us on the contact details provided in this document.

How will you pay for the services?

We may be paid in a number of ways, which vary according to the services you require and our arrangements with the relevant insurer.

Fees paid by you

Unless we tell you otherwise, we are remunerated by commission from the relevant insurer whenever you enter into a contract arranged by us (including renewal and some variations).

Please note the commission is 15% (percentage) of the insurer' s base premium (ie premium excluding stamp duty, fire services levy, GST or other government charges, taxes, fees or levies).

Commission will be received only after the contract has been entered into and is payable at the end of the month.

In some cases we may charge you an agreed fee based on the time we spend advising you, instead of commissions. We tell you if this is the case.

We also charge you, in addition to the premium payable by you to the insurer for the product, a flat administration fee of \$25 for arranging an insurance policy.

Other remuneration information:

- > Our staff receive an annual salary.
- > Where a third party has referred you to us, we may share part of our commission or fees with them or pay them an agreed referral fee. The amount of the Referral fee is 7.5%, which is half of the commission payable.
- > If there is a refund of premium as a result of the cancellation or adjustment of the policy, we reserve the right to retain our remuneration earned prior to the cancellation or adjustment. This is 15% of the base premium paid plus administration fee for the period elapsed on the insurance contract as at the time of cancellation or adjustment.

If you are unsure please ask us.

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 Product Disclosure Document.

What should I do if I have a complaint?

If you have any complaints about the services provided to you, you should take the following steps,

Contact us and tell us about your complaint

If your complaint is not satisfactorily resolved within 24 hours, please contact the Compliance Officer on (02) 9948 2711 or put your complaint in writing and send it to us at:

Compliance Officer
AFA PTY LTD
PO Box R1852
ROYAL EXCHANGE 1225

We will try and resolve your complaint quickly and fairly.

If the complaint can't be resolved to your satisfaction within 21 days, you have the right to refer the matter to the Insurance Brokers Dispute Limited (IBD). They can be contacted on 1800 064 169 or you can write to them at,

Insurance Brokers Dispute Limited
Level 10
99 William Street
MELBOURNE VIC 3000

*If you have any further question about this financial services guide
please contact US at (02) 9259 8222.
Please retain this document for your reference and any future dealing with us.*