



INSURANCE

Financial Services Guide

The financial services referred to in this financial services guide (FSG) are offered by:

Louise Jones

AR No. 001000983

and

Lido 34 Finance Services Pty Ltd trading as Business 2 Business Insurance

CAR	No 000325541
ABN	23 073 039 310
Address	Suite 1105, 109 Pitt Street Sydney 2000 PO Box R1856 Royal Exchange 1225
Telephone	+61 412 128 954
Email	enquires@business2business.com.au

Louise Jones and B2B Insurance Pty Ltd are authorised representatives of:

General Insurance Brokers of Australia Pty Ltd

AFSL	342546
ABN	94 135 132 455
Address	Suite 1105, 109 Pitt Street Sydney 2000 PO Box R1856 Royal Exchange 1225
Telephone	+61 2 9221 7122
Email	info@giba.com.au

General Insurance Broker of Australia holds a current Australian Financial Services Licence No: 342546 and is responsible for the financial services that Louise Jones and Lido 34 Financial Services Pty Ltd provides to you. General Insurance Brokers of Australia Pty Ltd is also responsible for the content and distribution of this FSG. The distribution of this FSG by Louise Jones or Lido 34 Financial Services Pty Ltd is authorised by General Insurance Brokers of Australia Pty Ltd.

This FSG sets out the services that I/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 I/we offer you.
- how I/we and others are paid.
- any potential conflict of interest I/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

I/We will provide you with further information whenever I/we provide you with advice, which takes into account your objectives, financial situation and needs. This information may include the advice that I/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 me/us to recommend an insurance policy for you, I/we will usually only consider the policies offered by the insurers or insurance providers that I/we deal with regularly. In giving you advice about the costs and terms of recommended policies I/we have not compared those policies to other policies available, other than from those insurers I/we deal with regularly.

Product disclosure statement

If I/we offer to arrange the issue of an insurance policy to you, I/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 policy.

From when does this FSG apply?

This FSG applies from 10/04/2015 and remains valid unless a further FSG is issued to replace it. I/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 me/us to give me/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?

General Insurance Brokers of Australia 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.

General Insurance Brokers of Australia Pty Ltd holds a current Australian Financial Services Licensee no: 342546. The contact details for General Insurance Brokers of Australia Pty Ltd 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?

Louise Jones and Lido Financial Services Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients under General Insurance Brokers of Australia Pty Ltd's Australian Financial Service Licence. I/We will do this on behalf of your broker unless I/we tell you otherwise.

Sometimes I/we will act under a binder or agency General Insurance Brokers of Australia Pty Ltd has from an insurer. When I/we act under a binder or agency, I/we will be acting as the agent of the insurer. This means that I/we represent and act for the insurer, not for you. I/We will tell you when I/we act under a binder or agency to arrange your insurance or advise you about your insurance needs.

Will I receive tailored advice?

Maybe not in all cases. However, I/we may need information about your personal objectives, details of your current financial situation and any relevant information, so that I/we can arrange insurance policies for you, or to give you advice about your insurance needs. I/We will ask you for the details that I/we need to know.

In some cases, I/we will not ask for any of this information. If I/we do not ask, or if you do not give us all of the information I/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 I/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?

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

General Insurance Brokers of Australia Pty Ltd is and I/we are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of General Insurance Brokers of Australia Pty Ltd's privacy policy is available on request. A copy is also available on General Insurance Brokers of Australia Pty Ltd's website, www.giba.com.au.

If you wish to look at your file please ask us. I/We will arrange for you to do so.

How will I pay for the services provided?

Payment for the services I/we provide you are payable directly to General Insurance Brokers of Australia Pty Ltd. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. General Insurance Brokers of Australia Pty Ltd often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to General Insurance Brokers of Australia Pty Ltd by the insurers. In some cases, you will also be charged a fee. These will all be shown on the invoice that is sent to you.

You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay General Insurance Brokers of Australia Pty Ltd within the time set out on 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), I/we will retain any fee we

have charged you. I/We will also retain commission 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 General Insurance Brokers of Australia Pty Ltd's trust account. General Insurance Brokers of Australia Pty Ltd will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with General Insurance Brokers of Australia Pty Ltd's arrangements with the insurer. General Insurance Brokers of Australia Pty Ltd will earn interest on the premium while it is in their trust account or General Insurance Brokers of Australia Pty Ltd may invest the premium and earn a return. General Insurance Brokers of Australia Pty Ltd 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?

General Insurance Brokers of Australia Pty Ltd's commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = General Insurance Brokers of Australia Pty Ltd's commission

Y% = the percentage commission paid to General Insurance Brokers of Australia Pty Ltd by the insurer. General Insurance Brokers of Australia Pty Ltd's commission varies between 0 and 30%.

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

I/We will receive 70% of General Insurance Brokers of Australia Pty Ltd's commission.

General Insurance Brokers of Australia Pty Ltd does not and I/we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If General Insurance Brokers of Australia Pty Ltd does, General Insurance Brokers of Australia Pty Ltd will pay commissions to those people out of its commission or fees (not in addition to those amounts), in the range of 0 to 30% of its commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary.

If I/we give you personal advice, I/we will inform you of any fees, commission or other payments I/we, my/our 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.

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

General Insurance Brokers of Australia 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% commissions for each product arranged by General Insurance Brokers of Australia Pty Ltd with those Partners. Steadfast is also a shareholder of some Partners.

General Insurance Brokers of Australia Pty Ltd 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, General Insurance Brokers of Australia 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 Steadfast's FSG at www.steadfast.com.au

If I/we arrange premium funding for you General Insurance Brokers of Australia Pty Ltd may be paid a commission by the premium funder. I/ We may also charge you a fee (or both). The commission that General Insurance Brokers of Australia Pty Ltd is 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 General Insurance Brokers of Australia Pty Ltd become entitled to the commission.

General Insurance Brokers of Australia Pty Ltd's commission rates for premium funding are in the range of 0 to 2% of funded premium. When I/we arrange premium funding for you, you can ask us what commission rates General Insurance Brokers of Australia 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.

What should I do if I have a complaint?

1. Contact Louise Jones about your complaint. Please put your complaint in writing to enquires@business2business.com.au. I/we will do best to resolve it quickly.

2. If your complaint is not satisfactorily resolved within 5 business days, please contact Tony Sykes and put your complaint in writing and send it to tonys@giba.com.au. General Insurance Brokers of Australia Pty Ltd will try to resolve your complaint quickly and fairly.

3. General Insurance Brokers of Australia Pty Ltd 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 the FOS. The FOS can be contacted at:

Street Address

Financial Ombudsman Service, Level 12, 717 Bourke Street, Docklands 3008

Mailing address

Financial Ombudsman Service, GPO Box 3, Melbourne, VIC 3001

Ph 1300 780 808

Fax 03 9613 6399

Email info@fos.org.au

Website www.fos.org.au

What arrangements are in place to compensate clients for losses?

General Insurance Brokers of Australia Pty Ltd has a professional indemnity insurance policy (PI policy) in place.

The PI policy covers General Insurance Brokers of Australia Pty Ltd and its representatives (including authorised representatives) for claims made against them by clients as a result of their conduct in the provision of financial services. The PI policy covers General Insurance Brokers of Australia Pty Ltd and its employees for claims made against General Insurance Brokers of Australia Pty Ltd or its employees by clients as a result of the conduct of General Insurance Brokers of Australia Pty Ltd or its employees in the provision of financial services. I/ 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.

The PI policy cover me/us for claims relating to the conduct of former representatives who no longer work for General Insurance Brokers of Australia Pty Ltd.

Any questions?

If you have any further questions about the financial services Louise Jones or General Insurance Brokers of Australia Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with Louise Jones, Lido Financial Services Pty Ltd and General Insurance Brokers of Australia Pty Ltd.



Business 2 Business Insurance
Copyright © 2016 | All Rights Reserved

Business to Business Insurance (CAR 000325541 | ABN 22 073 039 310).
Authorised Representative of General Insurance Brokers of Australia.
AFSL 34246 | ABN 94 135 132 455

Disclaimer:

All care is taken to ensure the information contained on this site is correct. As products, your circumstances and laws are constantly changing we cannot guarantee the information contained on this site is correct. This advice is general advice only and does not take into account your individual objectives, financial situation or needs ("your personal circumstances"). Before using this advice to decide whether to purchase the insurance policy, you should consider your personal circumstances and the relevant Product Disclosure Statement available.