

## FINANCIAL SERVICES GUIDE

### This Guide

Rural & Metro Insurance Services Pty Ltd are a Corporate Authorised Representative of Triton Broking Services (WA) Pty Ltd t/as IC Frith & Associates (WA) and are committed to an open and professional relationship with you.

This Financial Services Guide (FSG) contains important information about our relationships and associations and is intended to assist you in your decision whether to use any of our services. It includes information about:

- the services we are authorised to offer you;
- how we are remunerated;
- any potential conflict of interest we may have;
- our internal and external dispute resolution procedures and how you can access them.

### From when does this FSG apply?

This FSG applies from 1<sup>st</sup> September, 2009 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.

### Statement of Advice

If we provide you with any personal advice that takes into account your objectives, financial situation or needs, then you will receive a Statement of Advice (SOA) or a Record of Advice (ROA). The SOA will contain our advice, the basis on which our advice is given and information about the remuneration, fees, commissions, other benefits and any association and relationships that may influence the giving of our advice. The ROA will contain information about our remuneration, fees, commissions, other benefits and any association and relationships that may influence the giving of our advice.

If we only provide you with general advice that does not take into account your individual objectives, financial situation or needs (your personal circumstances), then we will give you a general advice warning at that time.

Before using this advice to decide whether to purchase any insurance policies, you should consider the appropriateness of this advice to your personal circumstances, and obtain and consider the current

Product Disclosure Statement for the relevant insurance policy.

Should you require further information regarding any General Advice given including remuneration amounts or rates please contact our office.

When you ask us to recommend an insurance policy for you, we will recommend an insurance product from our IC Frith & Associates (WA) Approved Product List. We consider a number of factors including policy coverage, pricing, security and claims handling service when we select our preferred insurers and products.

### Policy Disclosure Statement

If we recommend or offer to arrange the issue of an insurance policy to you, we will also provide you with a Policy 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.

### Who will be providing the Financial Service?

IC Frith & Associates (WA) holds a current Australian Financial Services Licence (AFSL No. 230778). Rural & Metro Insurance Services Pty Ltd are a Corporate Authorised Representative of IC Frith & Associates (WA) (Representative No. 239133) and their following employees are authorised to provide you with the financial services referred to in this FSG.

- Paul Griffiths (Representative No. 239542);
- Tracy Tate (Representative No. 336586);
- Leonie Bombardieri (Representative No. 336587);

You can contact these representatives by post, phone, fax or email.

IC Frith & Associates (WA) is ultimately responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG. The contact details for IC Frith & Associates (WA) are on the reverse side of this FSG.

### What kinds of financial services are we authorised to provide and what kinds of Financial Product(s) do those services relate to?

Rural & Metro Insurance Services Pty Ltd is authorised to issue, advise and deal in general insurance products as a Corporate Authorised Representative of IC Frith & Associates (WA). We can arrange a wide-range of insurance policies.

These include, but are not limited to, the following insurance policies for retail clients.

- Motor Vehicle Insurance;
- Home Building and Home Contents Insurance;
- Sickness and Accident Insurance; and
- Travel Insurance

### **What commissions, fees or other benefits do we receive for providing financial services?**

Payment for the financial services provided by us are payable directly to IC Frith & Associates (WA). IC Frith & Associates (WA) will pay Rural & Metro Insurance Services Pty Ltd a percentage of their earnings derived from the services we have provided to you.

IC Frith & Associates (WA) may obtain 'commission' from your Insurer, which is a percentage of the premium that you pay. The rate of commission ranges between 0% and 23%.

Alternatively, you may also be charged a broker or administration fee, or a combination of these. If we provide you with an SOA, it will document any fees, commission or other payments that IC Frith & Associates (WA) will receive in relation to the policies that are the subject of that advice.

While the premium is in IC Frith & Associates (WA) Insurance Broking Account, investment income may be earned on the premium and will be retained by them for their benefit.

We can arrange premium funding on your behalf to enable you to pay your premium by instalments. The premium funder will charge you interest and possibly a fee for this service. Rural & Metro Insurance Services Pty Ltd may also receive a commission from the funder. Specific details will be provided to you prior to arranging the funding on your behalf.

If Rural & Metro Insurance Services Pty Ltd arranges insurance products through Miramar Underwriting Agency Pty Limited (**Miramar**), IC Frith & Associates (WA) may qualify for reward points under the Miramar rewards program. The number of points IC Frith & Associates (WA) earns 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.

The employees of Rural & Metro Insurance Services Pty Ltd that will assist you with your insurance requirements receive an annual salary.

### **What relationships or associations exist which might influence us in providing you with service?**

Rural & Metro Insurance Services Pty Ltd has an association and referral arrangement with Frith Financial Services. Our representatives may receive a commission or fee for any financial services Frith Financial Services arrange for you.

Where you have been referred to us by someone else and IC Frith & Associates (WA) pay the referee a fee or commission in relation to that referral, we will tell you.

From time to time IC Frith & Associates (WA) may also receive some form of material benefit from their insurer contacts where they have an agreement in relation to performance. These may include administrative support, commission over-ride, subsidies or performance bonuses. IC Frith & Associates (WA) have such arrangements with CGU Insurance Limited, QBE Insurance (Australia) Limited and Zurich Australian Insurance Ltd and with Steadfast Group Ltd as a shareholder.

Any relevant specific benefits received by IC Frith & Associates (WA) in relation to our recommendations to you, arising from those associations, will be disclosed in our SOA.

IC Frith & Associates (WA) is a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5% to 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, IC Frith & Associates (WA) may receive a proportion of that commission at the end of the 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 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, IC Frith & Associates (WA) 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)

IC Frith & Associates (WA) is a member of the Chamber of Commerce and Industry WA, Swan Chamber of Commerce, Franchise Council of Australia and National Insurance Brokers Association (NIBA). They also have an association with the Australian Funeral Directors Association and Glass and Window Association of Western Australia.

### **Will the advice we provide you with be appropriate for you and your circumstances?**

To accurately consider your insurance needs and objectives, and to deliver recommendations which are designed to satisfy your requirements, we will need you to provide details of your current financial situation and any relevant information.

If you choose not to disclose all the information that we request, any advice that you receive may not be appropriate to your needs, objectives and financial situation. You should carefully read the warnings contained within each SOA before making any decisions about an insurance policy.

### **What information do we maintain on your file?**

We, and IC Frith & Associates (WA), maintain a record of your personal profile, including details of insurance policies that we arrange for you. We also maintain records of any recommendations or advice given to you. We will retain a copy of this FSG and any other FSG given to you, as well as any SOA that we give to you.

We are committed to implementing and promoting IC Frith & Associates (WA)'s Privacy Policy, which will ensure the privacy and security of your personal information. The Privacy Policy is available on our website at [www.icfrithwa.com.au](http://www.icfrithwa.com.au) or a copy can be supplied by contacting our office.

If you wish to view your file please contact us and we will make arrangements for you to do so.

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

IC Frith & Associates (WA) has a professional indemnity insurance policy (**PI Policy**) in place.

The PI policy covers Rural & Metro Insurance Services 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.

### **What should you do if you have a complaint?**

Contact us and advise us about your complaint. We will do our best to resolve it quickly and fairly.

If your complaint is not satisfactorily resolved within 20 business days of us having full information on the matter, please contact the Managing Director of IC Frith & Associates (WA) on (08) 6274 0500. They will try and resolve your complaint quickly and fairly.

We are a member of 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 whose services are provided to you free of charge. FOS contact details as follows:

#### **Financial Ombudsman Service**

Level 5, 31 Queen St, Melbourne VIC 3000

GPO Box 3  
Melbourne Vic 3001

Phone 1300 78 08 08  
Fax 03 9613 6399

Email [info@fos.org.au](mailto:info@fos.org.au)  
[www.fos.org.au](http://www.fos.org.au)

#### **Contact Information:**

**Rural & Metro Insurance Services Pty Ltd  
(ABN 22 076 749 454)  
Paul Griffiths**

Level 4, 9 The Avenue, Midland WA 6056  
Telephone: (08) 6274 0500  
Facsimile: (08) 9274 0552  
Email: [paul\\_griffiths@icfrithwa.com.au](mailto:paul_griffiths@icfrithwa.com.au)

**Triton Broking Services (WA) Pty Ltd t/as  
IC Frith & Associates (WA)  
(ABN 30 009 439 203)**

Level 4, 9 The Avenue, Midland WA 6056  
Telephone: (08) 6274 0500  
Facsimile: (08) 9250 5617  
Email: [team@icfrithwa.com.au](mailto:team@icfrithwa.com.au)