



FINANCIAL SERVICES GUIDE

Life Insurance & General Insurance

January 2017

Corporate Authorised Representative (CAR)

Unique Insurance Group Pty Ltd

ABN: 66 168 090 079

LPFP Corporate Authorised Rep No: 460649

2/308, Kororoit Creek Rd, Williamstown North VIC 3016.

Telephone: (03) 9314 9403 www.UniqueInsuranceGroup.com.au

Licencee (Life Insurance)

Life Plan FP Pty Ltd (LPFP)

Australian Financial Service Licence – 449658

ABN - 49 113 803 786

Po Box 145e, East Devonport Tasmania 7310

Telephone (03) 6441 0254

Email Address - info@lifeplanfp.com.au

Licencee (General Insurance)

Sphere Insurance Group Pty Ltd

Australian Financial Service Licence – 478 959

ABN - 95 605 842 117

5 Jellico, Toowoomba, 4350 QLD

Telephone: (07) 4564 9003

www.sphereinsurance.com.au

(Life Insurance)

How can we help you?

Before seeking our advice, you probably have a number of questions you would like to ask about us and how we can help you. To help you get to know us and decide whether to use our services, we have prepared this Financial Services Guide (FSG) which is designed to explain:

1. Who we are
2. Matters we can help you with
3. How we are paid
4. Privacy
5. If you have a complaint
6. Other matters you might want to know
7. Our relationships
8. Confirmation of Receipt
9. Your Responsibilities as a client

If you need more information or clarification, please contact us.

1. Who we are

Your Advisor is either a self-employed contractor or an employee of Unique Insurance Group, which is a Corporate Authorised Representative of Life Plan FP Pty Ltd. Your Advisor is the “providing entity” for the purposes of the Corporations Law. The Advisor is an Authorised Representative of Life Plan FP Pty Ltd.

Life Plan FP Pty Ltd holds Australian Financial Services License (AFSL) Number 449658 and has authorised the creation of this Financial Services Guide or FSG.

This FSG is given to you by your adviser with the authority of Life Plan FP Pty Ltd. When a member of our team provides financial services to you, they will be acting for you on behalf of Life Plan FP Pty Ltd.

2. Matters we can help you with

We can help you with the following Life insurance products:

- Life Cover
- Trauma Cover
- Income protection
- Total and permanent disability insurance
- Business Expense Insurance
- Key Person Insurance

In addition, we can offer you an on-going monitoring and review service of your life insurance program.

If we provide personal advice to you, we are required under the law to act in your best interests and prioritise your interests ahead of our own.

You may specify how you would like to give us instructions. For example, by telephone, email, fax or other means. But in all cases we must receive a written confirmation of these instructions.

3. How we are paid

Initial & On-going Commissions and Fees

The upfront commission for risk insurance financial products can range between 30% and 110% depending on the product provider, while on-going commission may range between 10% and 30%. For example, on an insurance premium of \$1,000 paying 30% initial commission and 30% on-going commission, the upfront commission would be \$300.00 and the on-going commission \$300.00 per year.

OR

Fee for Service

We may charge a fee for our service in conjunction with, or instead of, commission. The fee may be calculated at an hourly rate ranging between \$200 to \$350 per hour, depending on the advice you have sought and whether we receive a commission. You may also be charged a Statement of Advice (SoA) preparation fee. This can range between \$500 and \$2,500 (inclusive of GST) depending on the complexity and the time spent. Any fee for service must be paid within seven (7) days of the date of the tax invoice being issued to you.

Further details about commissions and or other benefits your adviser receives for recommending a product will be available to you when specific recommendations are made in the SoA or Record of Advice (RoA).

4. Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any financial product to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you that the possible consequences of us not having your full personal information, which are the appropriateness of the advice may not suit your overall circumstances or needs.

We keep a record of the personal information you provide to us, which may include details of your investment objectives, financial situation and particular needs, On your request, we can provide you with a copy of your personal information and advice documents, which we keep on record for no less than 7 years. Please note that a fee for this service may apply.

5. If you have a complaint

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you.

If you have any complaint about the service provided to you, you should contact

Mark Dorling

Email: mark.dorling@lifeplanfp.com.au

Ph: (03) 64 410 254

or write to

The Complaints Manager

Life Plan Pty Ltd

PO Box 145e

East Devonport TAS 7310.

We will try and resolve your complaint within 45 days.

If after 45 days we cannot reach a satisfactory resolution to your complaint, we are a member of the **Financial Ombudsman Service** and you can raise your concerns with them through the contact details below:

Financial Ombudsman Service

GPO Box 3

Melbourne VIC 3001

(P) 1300 780 808

(F) 03 9613 6399

info@fos.org.au

www.fos.org.au

6. Other matters you might want to know

We will also provide you with a Statement of Advice (SoA) whenever we provide you with any advice which takes into account your objectives, financial situations and or needs. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If we give you further advice, or when no financial product is recommended, a Record of Advice (RoA) may be provided to you instead of a SoA. You can request a copy of the RoA by contacting us (if you have not previously received a copy) within 7 years of that further advice being given.

In the event, we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

We hold professional indemnity insurance cover for the activities conducted under our AFS license which we believe satisfies the requirements of section 912B of the *Corporations Act 2001* for compensation arrangements.

7. Our relationships

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

8. Your Responsibilities as a client

We will ensure that our advice is in your best interests and is appropriate to you at the time it is provided. However, certain aspects of our advice are largely outside our control and are mainly within your control. Therefore, responsibility for these matters largely remains with you.

You are responsible for ensuring that our advice remains in your best interests and appropriate to you over time. You must notify us in writing immediately should your personal circumstances change or should general economic conditions or legislation change in a way that affects our advice to you.

You are responsible for ensuring your bank account and investment account details including account numbers, passwords and personal identification numbers are kept confidential, are stored safely and not recorded in a form that can be accessed by other persons including access by hacking computers, are not provided to any person, including your adviser, and are changed on a regular basis and at least once a month. You are solely responsible for any losses caused by a misuse of this data by any person, including cyber fraud or any other form of fraud.

(General Insurance)

Sphere Insurance Group

Unique Insurance Group Pty Ltd (“UIG”) is a Corporate Authorised Representative of Sphere Insurance Group Pty Ltd (“Sphere”).

Your Advisor is either a self employed contractor or an employee of Unique Insurance Group, a Corporate Authorised Representative of Sphere. Unique Insurance Group is a Corporate Authorised Representative of Sphere. Your Advisor is the “providing entity” for the purposes of the Corporations Law.

Sphere holds Australian Financial Services License (‘AFSL’) Number 478 959 and has authorised the creation of this Financial Services Guide or FSG.

Your Adviser and Sphere may advise on General Insurance products, namely but not limited to:

- Business Insurance
- Building Insurance
- Farming Insurance
- Vehicle Insurance
- Home & Contents Insurance
- Public Liability
- Transport Insurance
- Landlords Insurance
- Professional Indemnity
- Pleasure Craft Insurance
- Strata Insurance
- Cyber Liability Insurance
- Plant & Machinery Insurance
- Business Interruption Insurance
- Clubs & Associations Insurance

This Financial Services Guide (FSG) explains:

Our products and services, Our remuneration, Other important information.

Please take the time to carefully read this FSG, and keep it safely with your policy documents.

Introduction

We aim to provide you with insurance products and services that protect you and/or enhance your business. To help us achieve this, it’s important that you understand what we do as your insurance broker. Our FSG contains important information about the products and services that Sphere Insurance offers. It also explains how we, and our representatives, may be remunerated and contains details of our internal and external complaints handling procedures. By continuing to engage Sphere Insurance to provide insurance services, you are, in the absence of a formal written retainer agreement, agreeing to the delivery of our services and our remuneration as described in this FSG. If you are buying a Retail Product (as defined in the Corporations Act 2001), we will, if and when required, also give you a Product Disclosure Statement. This contains information on the product and its features to assist you make an informed decision about whether or not to buy it. If we give you personal advice about a Retail Product, which takes into account your individual objectives, financial situations or needs, we will, if required, also give you a Statement of Advice. This contains the advice we have given, the basis of that advice and other information about our remuneration and any relevant associations or interests which may have influenced the advice provided.

Our products and services

As your insurance broker we are licensed to deal in and provide advice in relation to general insurance products. Under our licence, amongst other things, we are able to:

Arrange general insurance products to help you protect against insurable risks; Collect information that insurers require from you where needed, provide you with information and advice about general insurance products; and Where needed, assist you to make insurance claims.

We will endeavor to arrange insurance that meets your risks and needs. However, as it is you who best understands your risks and needs you should always consider the appropriateness of any

advice we provide or any insurance we recommend to you before acting on our recommendations. We also rely on you for the accuracy and completeness of information you provide to us. Finally, please note that we cannot guarantee the availability of insurance for your particular risks or the solvency of insurers.

Who do we act for?

As your insurance broker we normally act for you in providing our insurance services. We'll tell you before or at the time if we are not acting for you in providing any part of our service. For example, an insurer may give us 'binding authority' to arrange or enter into insurance products on their behalf. We could also agree to handle or settle claims on an insurer's behalf. We will inform you if we act for an insurer in this way.

We use Authorised Representatives (AR) to provide our services. AR's are third parties whom we have authorised to provide financial services on our behalf. When you are dealing with one of our

AR's in relation to a 'Retail Product' an AR Profile will be issued to you, setting out their company details, information about their industry experience and the services they are authorised to provide. The AR profile does form part of the FSG. Our AR's are not employees and do not receive a salary. Instead they may be paid a percentage of the commission and/or other part of our remuneration for the financial services they provide. This percentage may range between 0 percent and 100 percent of Sphere Insurance remuneration.

Our remuneration

Unless we have agreed in writing otherwise, our remuneration will comprise the following:

1. A commission paid to us by the insurer;
2. A fee which will be agreed with you beforehand;
3. or a combination of commission and fee.

A commission paid to us by an insurer is standard for insurance brokers and our rates of commission typically range from 5 to 35 percent of the premium (before taxes and statutory charges) depending on the type of insurance. Different insurers may pay different rates of commission.

In addition, we may also receive the following:

1. A broker service charge for policy invoicing, premium collection and remittance and for issuing policies and other insurance administration work. This charge will appear on your invoice and will vary depending on the work involved and the commission we receive;
2. In some cases you may need specific risk advice (such as a business interruption analysis, survey or a valuation). We will charge a separate fee for these services, which we will agree with you beforehand;
3. In some cases an insurer may quote its premium net of our commission. Where this happens we may increase the broker service charge by the amount of commission that would normally apply to this type of insurance or agree a specific fee with you.

Where we provide you with a Statement of Advice in relation to a Retail General Insurance Product, we will advise you of the full amount of our remuneration in relation to that Retail General Insurance Product.

We may charge an additional administration fee for any change to the policy that necessitates us producing a further statement or invoice or a certificate of currency. We may retain this fee from any premium refund arising in connection with the policy change.

Please note that we treat our remuneration as fully earned when we issue you with a tax invoice, unless we have a written agreement with you that varies this statement. You agree that we may retain all our commission, fees and other remuneration in full in the event of any mid-term cancellation of a policy or future downward adjustment of premium. You also agree that the insurer

and Sphere Insurance may offset such remuneration from any premium refund you are entitled to. We want to be entirely transparent about our remuneration so please ask us if you want more information or have any questions.

Do we receive any other remuneration for our service?

Interest

The law requires us to pay your premiums (and certain moneys paid to us by insurers for your account) into a trust account pending payment to the insurer. We are entitled to earn and retain interest on these monies. Our standard credit terms for premium payments are 14 days. We pay insurers within the period dictated by the law or earlier if the insurer requires.

Insurers

We or Sphere Insurance may sometimes receive additional remuneration from insurers through profit commissions on certain Products. Because the amount of the contingent commission earned may vary depending on factors relating to performance of a particular portfolio over an entire insurance period, the amount of contingent commission attributable to any given policy will typically not be known at the time of placement. We will not recommend a product to you unless it is suitable for your needs. If we receive contingent commission on a product we recommend to you, we will advise you at the time of recommendation.

Premium Funding

We may offer to arrange premium funding to help spread the cost of your insurance premiums over the year. Please note that Sphere Insurance offers and arranges premium funding as agent for the premium funder and not as your credit provider or finance broker. Sphere Insurance may also act as the premium funder's agent in cancelling any insurance where you have failed to meet your repayment obligations. The details of your premium funding arrangement will be set out in your separate agreement with the premium funder. The premium funder pays an administrative fee and commission to Sphere Insurance for arranging the funding.

Conflicts of interest

Conflicts of interest may arise in circumstances where some or all of your interests as our client are, or may be, inconsistent with some or all of our interests. We have a conflicts of interest policy and procedure, including training and monitoring, to ensure we are aware of and manage any conflicts of interest. Our company, and our representatives must comply with this policy and procedure. Where a conflict is unavoidable we will consult with you and manage the conflict in such a way so as to avoid prejudice to any party.

Other important information

Professional Indemnity Insurance

In accordance with the requirements of the Corporations Act, Sphere Insurance Pty Ltd maintains adequate Professional Indemnity Insurance. This insurance cover extends to claims in relation to our conduct as an Australian Financial Services licence holder and our employees and representatives both past and present, to compensate clients or their beneficiaries for loss or damage suffered if we provide negligent advice.

Premium and Invoice Calculations

We adopt industry practice in calculating local statutory charges. All amounts referred to in our invoices, unless stated otherwise, are to be treated as exclusive of GST. Where the invoice is for a foreign currency amount, any applicable GST is converted to Australian dollars at the exchange rate published by the Reserve Bank of Australia at 4pm on the business day prior to the date of the invoice. We make every effort to correctly determine the premium and statutory charges that apply

to your insurance however, occasionally errors can occur. We may correct any such error and (except to the extent prohibited by law) we will not be responsible for any loss you suffer as a result of the error and its correction.

Privacy Statement

We value the privacy of personal information and are bound by the Privacy Act 1988 when we collect, use, disclose or handle personal information. We collect personal information to offer, provide, manage and administer the many financial services and products we and our group of companies are involved in (including those outlined in this FSG). Further information about our privacy practices can be found in our Privacy Policy that can be sent to you on request.

Personal information may be obtained by us directly from you or, sometimes, via a third party such as your employer or an immediate member of your family. When information is provided to us via a third party we use that information on the basis that you have consented or would reasonably expect us to collect your personal information in this way and we take reasonable steps to ensure that you have been made aware of how we handle your personal information.

The primary purpose for our collection and use of your personal information is to enable us to provide insurance services to you. Sometimes, we may use your personal information for our marketing campaigns, in relation to new products, services or information that may be of interest to you.

We may disclose the information we collect to third parties, including service providers engaged by us to carry out certain business activities on our behalf (such as assessors and call centres in Australia). In dealing with us, you agree to us using and disclosing your personal information as set out in this statement and our Privacy Policy. This consent remains valid unless you alter or revoke it by giving written notice to our Privacy Officer. However, should you choose to withdraw your consent it is important for you to understand that this may mean we may not be able to provide you or your organisation with insurance or to respond to any claim you submit. If you have previously provided us with permission to show your name and occupation for marketing purposes, you may revoke this permission at any time in writing to us, or by emailing our customer service center at admin@martengreen.com.au

Collection and use of corporate client information

Sphere Insurance gathers data containing information about its corporate clients and their insurance placements, including, but not limited to: names, industry codes, policy types, and policy expiration dates, as well as information about the insurance companies that provide coverage to its clients or compete for its clients' insurance placements. This information is maintained in one or more databases, this helps strengthen their value proposition to clients with a focus on creating distinctive value for clients.

Insurance Brokers Code of Practice

Sphere Insurance Pty Ltd is a member of the National Insurance Brokers Association and is bound by their Code of Practice (the Code). The Code sets out standards for brokers to follow when dealing with clients, including requirements to inform clients of remuneration arrangements and any conflict of interest. The Code is available from the National Insurance Brokers Association website www.niba.com.au

Service issues and complaints

We are committed to providing quality services to our clients. This commitment extends to giving you easy access to people and processes that can resolve a service issue or complaint. If you have a complaint about the service we have provided to you, please address your enquiry or complaint to the staff member providing the service, or phone Unique Insurance Group on: 03 9314 9403 during normal office hours 9:00am to 5:00pm, Monday to Friday.

If we are not able to resolve the issue immediately, or within five days, we will refer it to the Complaints Manager at Sphere, who will review the complaint and advise you in writing of the expected time for resolution. You can also refer your enquiry or complaint to the Complaints Manager at any time by email to: customerservice@sphereinsurancegroup.com.au

More complex complaints may take 45 days to resolve. We may request an extension of time for up to another 45 days if we cannot resolve the complaint within this period. If you are not satisfied with our response or proposed resolution, you may refer your complaint to the Financial Ombudsman Service (FOS). FOS provides a conciliation and arbitration service to assist consumers in the resolution of complaints. FOS services are free to complainants. FOS deals with all complaints in accordance with the FOS Rules. You can obtain a copy of these from FOS or from the website at www.fos.org.au. You can contact FOS on 1300 78 08 08.