

HOMSURE PTY LTD
FINANCIAL SERVICES GUIDE
Version – 21 August 2019

WHO WE ARE

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

Homsure Pty Ltd (**Homsure**)

ABN: 61218363123

AR number: 1277590

Address: 2/3 Norfolk Street, Liverpool, NSW 2170

Telephone: (03) 63315455

Email: leigh@armstrongs.net.au

Homsure is the authorised representative of:
Armstrong's Insurance Brokers Pty Ltd
(**Armstrong's**)

ABN 90 533 581 271

Address:

47 Cameron

Street,

Launceston

Email:

office@armstrongs.net.au

Telephone:

(03)63315455

Fax:

(03) 63315488

AFSL licence number: 244408

Address:

5/85 Macquarie

Street,

Hobart

Email:

office@armstrongs.net.au

Telephone:

(03)6224 9894

Fax:

(03) 63315488

Armstrong's holds a current Australian Financial Services Licence No: 244408 and is responsible for the financial services that Homsure provides to you. Homsure's Authorised Representative No. is 1276907.

Armstrong's is also responsible for the content and distribution of this FSG. The distribution of this FSG by Homsure is authorised by Armstrong's.

INTRODUCTION AND OUR CONTACT DETAILS

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; and
- other important information.

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

Armstrong's Insurance Brokers Pty Ltd
(**Armstrong's**)

ABN 90 533 581 271

ACN: 0844766237

Address:

47 Cameron

Street,

Launceston

Email:

office@armstrongs.net.au

Telephone:

(03)63315455

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Fax:

(03)

63315488

Address:

Level 5, 85

Macquarie Street,

Hobart

Email:

office@armstrongs.net.au

Telephone:

(03)6224 9894

Fax:

(03) 63315488

OTHER DOCUMENTS YOU MAY RECEIVE

Statement of advice (SOA)

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 (PDS)

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 21 August 2019 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 or email on the contact number or details mentioned in this FSG.

WHO IS RESPONSIBLE FOR THE FINANCIAL SERVICES PROVIDED?

Armstrong's 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.

Armstrong's holds a current Australian Financial Services Licensee no: 244408.

The contact details of Armstrong's are in 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?

Armstrong's is authorised to advise and deal in general insurance products to wholesale and/or retail clients.

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.

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.

In some cases we may automatically renew your insurance to ensure you continue to be covered. At that time we will send you an offer to renew the insurance policy and invoice you for the cost of renewal. If there is a change to your circumstances or if you want to change the details of the cover, contact us as soon as you receive the renewal offer. This will allow us to assess whether your insurance is appropriate for 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.

UNDERSTANDING AVERAGE CLAUSES AND UNDER-INSURANCE

Home building and contents, fire, business interruption, industrial special risks and other policies often contain an "Average Clause". This means you should insure for full value – which may be replacement, reinstatement, indemnity or market value depending on the type of insurance cover arranged.

If you are under insured your claim may be reduced in proportion to the amount of under insurance.

COOLING OFF PERIODS

Retails clients may be entitled to a minimum 14 days cooling off period from the date cover commences during which you may receive a refund of the insurance premium paid (less amounts lawfully deducted). This is subject to the requirements of the Corporations Act 2001 and the terms and conditions of your policy. This does not affect any other cancelations rights under your policy.

You should check your policy and schedule when you receive it to be sure you have the correct cover you require. If the cover does not meet your needs or you have any questions about your cooling off rights please contact Armstrong's.

WHAT INFORMATION DO YOU MAINTAIN IN MY FILE AND CAN I EXAMINE MY FILE?

Armstrong's maintains a record of your personal profile, including details of insurance policies that we arrange. Armstrong's will retain this FSG and any other FSGs given to you as well as any SOA or PDS that we give or pass on to you for the period required by law.

Armstrong's is and we are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of Armstrong's privacy policy is available on request. A copy is also available on Armstrong's website, www.armstrongs.net.au.

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

HOW WILL I PAY FOR SERVICES PROVIDED?

Payment for the services we provide you are payable directly to Armstrong's. For each insurance product,

the insurer will charge a premium that includes any relevant taxes, charges and levies. Armstrong's often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to Armstrong's 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 Armstrong's 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), We will retain any fee we have charged you. 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 Armstrong's trust account. Armstrong's will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with Armstrong's arrangements with the insurer. Armstrong's will earn interest on the premium while it is in their trust account or Armstrong's may invest the premium and earn a return. Armstrong's 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?

Armstrong's commission will be calculated based on the following formula:

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

In this formula:

X = Armstrong's commission

Y% = the percentage commission paid to Armstrong's by the insurer. Armstrong'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).

We will receive 85% of Armstrong's commission for each policy we arrange for you.

Any fees that Armstrong's charge or we charge you will be shown on our invoice/schedule.

Armstrong's does not and we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If Armstrong's does, Armstrong's will pay commissions to those people out of its commission or fees (not in addition to those

amounts), in the range of 1% to 50% of its commission or fees

Our employees that will assist you with your insurance needs will be paid a market salary. In addition our employees may be provided a discretionary annual bonus at the end of the financial year; this will be based on predetermined business performance criteria such as business profitability and service standards. They may also be eligible for incentive or bonuses based on business retention or generation.

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?

Armstrong's 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 - 2% commission for each product arranged by Armstrong's with those Partners. Steadfast is also a shareholder of some Partners.

Armstrong's 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 Armstrong's 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 we arrange premium funding for you Armstrong's may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that Armstrong's are 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 Armstrong's become entitled to the commission.

Armstrong's commission rates for premium funding are in the range of 0-3% of funded premium. When we arrange premium funding for you, you can ask us what commission rates Armstrong's are paid for that funding arrangement compared to the other arrangements that were available to you. The amount of Armstrong's commission and any fee that we charge will set out in the premium funding contract.

We may refer you to Steadfast Life and/or Steadfast Life Express (Steadfast Life is 50% owned by Steadfast Group Limited) for life insurance related products. Armstrong's have a referral agreement in place between us and Steadfast Life. Armstrong's may receive commission on a referral to Steadfast Life and/or Steadfast Life Express in the range of 1-33% of the revenue generated by the policy.

We may refer you to Nib Health Funds Limited for health insurance related products. Armstrong's have a referral agreement in place between Armstrong's and Nib Health Funds Limited. Armstrong's may receive commission on a referral to Nib Health Funds Limited in the range of 2% (excluding GST) of the revenue generated by the policy.

Armstrong's is also a member of the Australian and New Zealand Institute of Insurance and Finance (ANZIFF), and Armstrong's encourage its staff, directors and authorised representatives to participate in these industry bodies including Steadfast and to serve on committees and boards.

Armstrong's and us may receive hospitality, gifts, financial bonuses and the like from insurers, but Armstrong's have procedures in place to ensure these do not influence our recommendations to you in relation to placement of insurance. Armstrong's may receive a performance based incentive (which may vary from year to year according to volume and mix of business we place with the insurer, or premium funder and their underwriting performance) including allowances and bonuses as well as discounted services and awards. Armstrong's may receive financial, marketing and training assistance from an Insurer. These amounts are not an additional cost to you.

As part of Armstrong's commitment to ongoing training and development, we encourage employees and authorised representatives to attend industry as well as product training some of which is provided by insurers.

WHAT ARRANGEMENTS DO YOU HAVE IN PLACE TO COMPENSATE CLIENTS FOR LOSSES?

Armstrong's has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers Armstrong's 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 us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees in the provision of financial services.

The PI Policy covers the requirements for compensation arrangements under section 912B of the Corporations Act.

WHAT SHOULD I DO IF I HAVE A COMPLAINT?

1. Contact Armstrong's and tell them about your complaint. Armstrong's will do its best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 30 days, please contact Hayden Armstrong (Director) on (03) 63315455 or put your complaint in writing and send it to PO Box 2150, Launceston, TAS, 7250. Armstrong's will try and resolve your complaint quickly and fairly.
3. Armstrong's is a member of the Australian Financial Complaints Authority (**AFCA**). If your complaint cannot be resolved to your satisfaction by Armstrong's, you have the right to refer the matter to the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. The AFCA can be contacted at:
Mailing address - Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001
Ph - 1800 931 678
Email - info@afca.org.au
www.afca.org.au

ANY QUESTIONS?

If you have any further questions about the financial services Homsure or Armstrong's provides, please contact us.

Please retain this document for your reference and any future dealings with Armstrong's or Homsure.