



# Financial Services Guide

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

New England Insurance Brokers Pty Ltd  
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AFS Licence No 244247

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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 are paid;
- any potential conflict of interest we may have;
- our internal and external dispute resolution procedures and how you can access them.

## Statement of advice

You will receive a statement of advice (SOA) whenever we provide you with advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, which will enable you to make an informed decision about your insurance needs.

## Product disclosure statement

If you are a retail client and we offer to arrange an insurance policy for 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 from the insurer. The Product Disclosure Statement contains information on the risks, benefits and significant characteristics of a product to assist you in making an informed decision about whether to buy it or not.

## From when does this FSG apply?

This FSG applies from 01/01/2009 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.

## How can you instruct us?

You can contact us to give us instructions by post, phone, fax or email as shown in the details given at the start of this FSG.

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

New England Insurance Brokers Pty Ltd has a Binding authority for motorcycle insurance that is underwritten at Wesfarmers General Insurance Limited t/a Lumley Insurance that limits our advice on motorcycle insurance to the policy we arrange via this Binding authority. We do not provide advice on or arrange cover for any other motorcycle insurance policy other than our own *Live Free, Ride Free Motorcycle Insurance Policy*.

## What kinds of financial services are you authorised to provide to me and what kinds of financial products do those services relate to?

New England Insurance Brokers Pty Ltd is authorised to advise on and deal in general insurance products to wholesale and/or retail clients. We will do this for you as your broker unless we tell you otherwise.

Sometimes we will act under a binder or agency from the insurer. When we act under a binder or agency we will be acting as the agent of the insurer. This means that we represent and act for the insurer, not for you. We will tell you when we act under a binder or agency to arrange your insurance or advise you about your insurance needs.

The insurers that have given us a binder are outlined below. We will only advise on, arrange or issue policies with the insurer shown below unless we tell you otherwise. If we do, we will give you another or supplementary FSG.

## BINDER ARRANGEMENT

Insurer or underwriting agent	Policy Type	Commission Range
Lumley Insurance	Motorcycle	20%

## 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, issue insurance policies to 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 the SOA, or any other warnings that we give you, carefully before making any decisions about an insurance policy.

### What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile, including details of insurance policies that we arrange or issue for you. We also maintain records of any recommendations or advice given to you. We will retain this FSG and any other FSG given to you as well as any SOA or PDS that we give or pass on to you.

We are committed to promoting and maintaining a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request, forms part of our Terms and Conditions and is available on our website: [www.neib.com.au](http://www.neib.com.au)

If you wish to look at your file please ask us. We will make arrangements for you to do so. Please note that we may charge a reasonable fee for supplying the information and/or documentation to you. This fee is calculated as an estimate of the cost to reimburse us for the expense of retrieving and/or copying the information or documentation. We will advise you of the amount of this fee and will require payment before any information retrieval is undertaken.

### How will I pay for the services provided?

We often receive a payment called commission, which is paid to us by the insurers. However, in some cases we will also charge you a fee. Any fee charged will be shown on the invoice that we send you. Any commissions paid to us and/or fees charged will be shown on the SOA. You can choose to pay by any of the following payment methods: cash, cheque, money order, credit card (MasterCard and Visa only), Bpay® and electronic funds transfer/Direct Credit. The covering page of our invoice will display the relevant information needed for Bpay® and Direct Credit. You are required to pay us within the time set out on the invoice. Where payment is made by credit card, we may charge you a fee. This fee is based on the merchant charges we incur to provide this payment facility to you. Any applicable credit card fee will be shown on our invoice in the credit card remittance section.

### How are any commissions, fees or other benefits calculated for the provided financial services?

We receive commission from the relevant insurer. The commission is part of the total premium payable. The amount paid to us is a percentage of the insurer's net premium (i.e. the premium less stamp duty, fire service levy, GST and any other government charges, taxes, fees and levies). The ranges of commission payable for each product type are set out below.

A fee for service may be charged. This fee will be calculated on the basis of our resources used to provide advice to you.

We do not pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer.

Our employee that will assist you with your insurance needs will be paid a market salary, which may include, for the policies we arrange for you, a small percentage of our commission. This additional remuneration is 10% of our commission.

If we give you an SOA, we will list in that document any fees, commission or other payments we and our employees will receive in relation to the policies that are the subject of the advice.

Product Type	Commission % range
General Insurance Products	5% - 30%

### Premium Funding

When we arrange policies on your behalf, you may be entitled to repay your premiums by monthly instalments. This can be arranged through premium funding companies we have agreements with. Where you request us to arrange premium funding, we will receive a commission from the relevant funding company. The commission is included in the total amount repayable under the funding agreement and is calculated as a percentage of the gross amount of premium being funded. The range of commission payable to us for premium funding is set out in the table below.

Service Type	Commission % range
Premium Funding	0% - 4%

### Life Insurance, Superannuation & Investment Products – Referral Only

When you decide to instruct KMN Services to arrange Life Insurance, Superannuation or an Investment Product on your behalf where we have referred you, we may receive a commission from KMN Services.

Product Type	Commission % range
Life, Superannuation & Investment Products	0% - 30%

### What should I do if I have a complaint?

We have Internal Dispute Resolution (IDR) procedures that set out standards and processes for us to help resolve any problems you may have quickly and fairly. If you do have a complaint, you should:

1. Contact us and tell us about your complaint. It will be referred to Mr Robert Smith, our complaints officer, who will contact you initially within 1 working day to acknowledge receipt of your complaint and that the matter will be investigated.
2. The matter will be investigated and we will report to you with our findings within 14 days.
3. New England Insurance Brokers Pty Ltd is a member of The Financial Ombudsman Service (FOS). If your complaint has not or cannot be resolved to your satisfaction by us you have the right to refer the matter to FOS. FOS can be contacted on 1300 780 808 or visit [www.fos.org.au](http://www.fos.org.au).

### Any questions?

If you have any further questions about the financial services New England Insurance Brokers Pty Ltd provides, please contact us. You should keep this document for your reference and any future dealings with New England Insurance Brokers Pty Ltd.

End of FSG.