FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is an important document that we are required to give you under the requirements of our Australian Financial Services Licence. It is designed to help you make an informed decision about whether to use our services. It includes details about the financial services we are able to provide to you, services we offer & the remuneration that may be paid to us for providing those services and how any complaints are dealt with.

Unique Insurance Group Pty Ltd

Corporate Authorised Representative (C.A.R) of
Unique Group Broker Services Pty Ltd (UGBS)

Authorised Rep No: 460649
Address: 2/308, Kororoit Creek Rd,
Williamstown North VIC 3016.
Telephone: 1300 275 844
ABN: 66 168 090 079
Email Address:
info@uniqueinsurancegroup.com.au
www.UniqueInsuranceGroup.com.au

Licensee

Unique Group Broker Services Pty Ltd

T/A UGBS

AFSL: 509434
ABN: 54 608 758 845
Address: 2/308 Kororoit Creek Road,
Williamstown North 3016 VIC
PO BOX 6474, Point Cook 3030 VIC
Telephone: 1300 966 697

FINANCIAL SERVICES PROVIDED

Unique Insurance Group Pty Ltd is a Corporate Authorised Representative of Unique Group Broker Services Pty Ltd (UGBS) & can provide General Advice only for the following classes of financial products:

i) General Insurance Products; and

ii) Life Products limited to: life risk insurance products as well as any products issued by a registered life insurance company that are backed by one or more of its statutory funds.

Should you decide to purchase a policy, Unique Insurance Group Pty Ltd will be the arranger of your insurance and the relevant insurer will be the product issuer.

GENERAL ADVICE

We only offer General Advice for any product that we are authorised to deal in.

- **General Advice Warning**
  General Advice is where we do not take into consideration any of your financial situation, objectives or needs. We usually provide you with a minimum of two quotes wherever possible (Except upon Renewal unless requested), you need to consider if the general advice and any relevant product is appropriate for your circumstances. We suggest that you should obtain a Product Disclosure Statement (PDS) relating to the product and consider the PDS before making any decision about whether to acquire the product.

PRODUCT DISCLOSURE STATEMENT (PDS)

Upon request, you will be provided with a Product Disclosure Statement/s (PDS) containing information about key features of the financial product, significant risks and benefits, the cooling off period and fees associated with the financial product that will assist you to make an informed decision about whether the product is appropriate for you. It is usually created by Financial Institution providing the product.

SERVICES WE OFFER

We offer a range of services, these include:

- Arranging Insurance Contracts
  This is where we arrange for the application, acquisition, renewal, variation or cancellation of an insurance policy. If immediate cover is needed, we can usually attain an interim contract of insurance (Excl. Life Insurance Products) which is generally valid for a short period of time. To arrange any insurance cover, we will need details of the property or risk and any other relevant information which may be needed to be disclosed to the insurer. These details will be recorded and would require your signature.
- Arranging Premium Funding (If Required)
  In some cases, insurers require full premium payment upfront. Premium Funding is one way of not having to pay your premium in lump sum. You will however, have to pay interest to the premium funders on the amount borrowed. We can arrange for your premiums to be funded if you require.

WHO WE ACT FOR

As your insurance broker we normally act for you in providing our insurance services. We will tell you before or at the time if we are not acting for you in providing any part of our service.

PAYMENT OF PREMIUMS

LIFE INSURANCE

- The insurance companies will require payment details prior to issuing an insurance policy. Various payment options are available (Monthly, Quarterly, Semi-Annually, Annually) and may differ with each insurer.

GENERAL INSURANCE

- Invoices
  We will invoice you for the premium, statutory charges (eg. stamp duty, fire services levy etc) and any fees we charge for arranging your insurances. You are required to pay us within the time set out on the invoice. If you do not pay the premium on time, the insurer may cancel the contract of insurance and you will not be insured. The insurer may also charge a short-term penalty premium for the time on risk.

- Premium Funding
  Premium Funding products enable you to pay your premiums by instalments. Although they do not usually require any security, premium funders do charge interest. We can arrange Premium Funding on your behalf if required. We are paid a commission of up to 4% for arranging your Premium Funding.

- Credit Card Fees
  If you pay by credit card, we may charge you a credit card fee (including arrangement and handling) which is always disclosed to you. This fee is not refundable. The fee reimburses us for the bank interest, extra charges/costs and internal time attributable to credit card use.

DISCLOSURE OF REMUNERATION

LIFE INSURANCE

When insurance is arranged for you, you will be required to pay a premium to the insurer of the product. The premium includes any commission payable by the insurer for distributing the product so you do not need to pay any extra. Where a life insurance product is arranged for you, UGBS receives a commission from the insurer and a percentage of this commission is paid to Unique Insurance Group Pty Ltd

Upfront Commission: is a one-off payment payable at the time of purchase and can range between 30% - 60% of the premium you pay (exclusive of GST).

Ongoing Commission: for each year the premium is in force, UGBS receives an ongoing commission which can range from 20% - 30% per annum (exclusive of GST) from the issuer of the product. For example, if your insurance premiums were $750 per annum, UGBS may receive between $225 - $525 (exclusive of GST) in the first year and between $150 - $225 (exclusive of GST) per annum, for each year you retain this cover.

GENERAL INSURANCE

We may be paid commissions by the relevant insurers when we arrange insurances on your behalf. As a general rule, the insurer will pay us an amount based on a percentage of the base premium.

- If we accept a commission, we may also charge you an arrangement fee. The rate of commission ranges between 0% and 30% (exclusive of GST). Alternatively, we may rebate all commissions to you and charge you a fee based upon the nature of the service we provide.
- The arrangement fee is non-refundable.
- We may be paid commission by any company with which we have a joint venture arrangement. The rate of remuneration depends on the contractual arrangements. If a policy is cancelled, the commissions received are non-refundable with the exception of a policy cancelled within the first month, where the commissions are refundable on pro-rata basis.
- If we hold your money pending payment to the insurer, we also receive any interest earned.
- Our employees that will assist you with your insurance needs will be paid a market salary and may also receive a performance bonus based on both the value and quality of the work they do for our clients.

PRIVACY POLICY

Your privacy is important to us. Our Privacy Policy explains how we use and disclose your personal information in accordance with the Australian Privacy Principles. Our Privacy Policy is available at www.UniqueInsuranceGroup.com.au or upon request when contacting us.

DISPUTE RESOLUTION

If you have a complaint about any services you should:

1) Contact your Authorised Representative by telephone to explain your situation & let them know of your concerns. Your Authorised Representative will do everything possible to resolve your complaint promptly;
2) If this does not resolve your complaint, put your complaint in writing addressed to:

   The Complaints Manager

   Unique Group Broker Services Pty Ltd

   PO BOX 6474

   Point Cook, VIC 3030.

   OR

   Email: admin@UGBS.com.au

   Where your complaint will be objectively considered and discussed with you and your Authorised Representative with a view to being settled as soon as possible;
3) If you are not happy with the response we provide, you may refer your complaint to the Australian Financial Complaints Authority (AFCA) which offers a free independent dispute resolution service.

   You can contact AFCA by:

   Phone: 1800 931 678

   Email: info@afca.org.au

   Mail: GPO Box 3 Melbourne VIC 3001

   Web: www.afca.org.au

PROFESSIONAL INDEMNITY

We hold a Professional Indemnity Policy. This policy is designed to pay claims by Third Parties (including our clients) arising out of our professional negligence. The policy satisfies the requirements for compensation arrangements under Section 912B of the Corporations Act 2001

DUTY TO TAKE REASONABLE CARE

Before entering an insurance contract, you have a legal duty to take reasonable care not to make a misrepresentation to the insurer before the contract of insurance is entered into.

A misrepresentation is a false answer, an answer that is only partially true, or an answer which does not fairly reflect the truth.

This duty also applies when extending or making changes to existing insurance, and reinstating insurance.
If the duty is not met, this can have serious impacts on your insurance. The cover could be avoided (treated as if it never existed), or its terms changed. This may also result in a claim being declined or a benefit being reduced.

ANY QUESTIONS?

If you have any further questions about the financial services we offer or about Unique Group Broker Services Pty Ltd, please contact us. You will find our contact details on the cover page of this FSG.

Please retain this document for your reference and any future dealings with us.