

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.

You can choose to pay by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice unless other arrangements are made.

When you pay us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while it is in our trust account or we may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

How are any retail commissions, fees or other benefits calculated for providing the financial services?

We will receive a commission based on a proportion of the "Premium" shown on your invoice. This will typically be as follows: -

Motor Vehicle:	0 – 11.0%
Home & Contents:	0 – 22.5%
Personal Accident:	0 – 22.5%
Pleasure Craft:	0 – 20.0%
Travel:	0 – 30.0%

Any fees that we charge you will be noted on the invoice or advised at the time of quoting.

We do not often pay any commissions, fees or benefits to others who refer you to us. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 0% to 50% of our commission or fees. This will not effect the amount you pay to us.

If we arrange premium funding for you we may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or changes). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 0% to 2% of funded premium. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to the other arrangements that were available to you.

We may be entitled to receive additional commission where we use electronic data interface [Sunrise] to process your policy with certain underwriters. Where this is the case, the amount will be included in the commission declared in your DS or SOA.

We may also receive a profit share commission from insurers and or premium funders if a particular portfolio of business reaches a certain level of profitability and/or sales volume.

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 or fees.

See overleaf for information on the Steadfast association and commission.

What should I do if I have a complaint?

1. Contact us and tell us about your complaint, we will do our best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within twenty days, please contact:
**Complaints Manager,
Rick Post on (08) 9349 7900 or 0417 931 397**
or put your complaint in writing and post to:
PO Box 636, Balcatta PLB, Western Australia 6914.
We will try and resolve your complaint quickly and fairly.
3. Centrewest Insurance Brokers is a member of the Insurance Brokers Disputes Limited (IBD). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to IBD. IBD can be contacted on 1300 780 808 or www.ibdltd.com.au

Any questions?

If you have any further questions about the financial services Centrewest Insurance Brokers provides, please contact us.

Please retain this document for your reference and any future dealings with Centrewest Insurance Brokers.



**CentreWest
Insurance Brokers**

Unit 15, 386 Wanneroo Road
Westminster WA 6061
PO Box 636
Balcatta PLB WA 6914

Telephone (08) 9349 7900
Facsimile (08) 9349 7677
Email enquiries@centrew.com.au



**CentreWest
Insurance Brokers**

**Financial
Services Guide**

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

Sparaxis Pty Ltd trading as Centrewest Insurance Brokers
ABN 44 009 265 105

Australian Financial Services Licensee No. 245406
PO Box 636, Balcatta PLB, Western Australia 6914
Tel: (08) 9349 7900 | Fax: (08) 9349 7677
Email: enquiries@centrew.com.au

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

Disclosure Statement and or Statement of Advice

Retail clients are entitled to receive a "Disclosure Statement" (DS) and/or "Statement of Advice" (SOA) whenever we provide any personal advice which takes into account your objectives, financial situation or needs. The DS or SOA will include information about the (\$) amount and/or description of fees, commissions, other benefits and any associations that may have influenced the giving of this advice.

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

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 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.

General advice

Where general advice is provided we are not required to provide you with a DS or SOA outlining information about the (\$) amount and/or description of fees or commissions. You may however request this information from our office within a reasonable time after receiving your Tax Invoice.

From when does this FSG apply?

This FSG applies from 1 November 2006 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 printed in this brochure.

Who is responsible for the financial services provided?

Centrewest Insurance Brokers 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. Centrewest Insurance Brokers holds a current Australian Financial Services Licence [No. 245406].

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

Centrewest Insurance Brokers is a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers and premium funders under which Steadfast will receive between 0.5 - 1.5% 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, we may receive a proportion of that commission at the end of each 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.

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au



Other benefits

From time to time our advisers may receive certain 'hospitality benefits' (such as tickets to sporting events, movies, meals, bottles of wine, hampers). The receipt of these benefits is not based upon the volume of business placed with the provider but are more of an ad hoc reward. The maximum value of these during the year is unable to be determined. Details of these benefits exceeding \$300 are able to be viewed on a specifically maintained register. Please ask your adviser if you wish to review this register.

What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?

Centrewest Insurance Brokers is authorised to advise 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.

Will I receive tailored advice?

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, for example, at renewal we will automatically renew all policies where the increase in premium is under 10%. 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 DS or SOA, or any other warnings that we give you, carefully before making any decision 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. We also maintain records of any recommendations or advice given to you. We will maintain a record of the FSG and any other FSG given to you as well as any DS, SOA or PDS that we give or pass on to you. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. If you wish to look at your file please ask us, we will make arrangements for you to do so.

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 most cases we will also charge you a fee. All fees are disclosed on the invoice that we send you and for retail clients where we have provided personal advice you will be sent a DS or SOA disclosing the commission or other