

SAWTELL & SALISBURY PTY LTD

ALSO TRADING AS:-

TRADESMAN'S INSURANCE BROKERS, ADVANCED INSURANCE BROKERS
HOME-BASED BUSINESS INSURANCE BROKERS, IT COMPUTER INSURANCE BROKERS

FINANCIAL SERVICES GUIDE

A GUIDE TO OUR RELATIONSHIP WITH YOU AND OTHERS.

The Financial Services referred to in this guide are offered by:-

SAWTELL & SALISBURY PTY LTD ABN 49 010 631 197
Cnr Days Rd & Thomas St, Grange QLD 4051
Postal Address: PO Box 97, Grange QLD 4051
Phone: 3352 7200 Fax: 3352 7203

Our AUSTRALIAN FINANCIAL SERVICES LICENCE NUMBER is 237733.

This guide 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.
- * Our Privacy Policy.

OUR SERVICES:

We are General Insurance Brokers who place general insurance with numerous insurance companies, either directly or through their agents, and with Lloyds of London, through their agents. We offer personal advice to Retail Clients in the form of insurance advice in respect of certain insurance products and issue Statements of Advice in respect of Personal Accident or Personal Accident & Sickness Insurance. We arrange new policies, alterations, renewals and provide claims assistance. We act on your behalf. We do not act for the insurance companies. Sometimes we arrange premium financing for Commercial Insurance.

HOW WE ARE PAID:

We receive commission from the Insurance Company. The commission is part of the premium and is not an additional charge.

The commission is a percentage of the premium (excluding statutory charges). The rate of commission varies for different types of policies and ranges from 5% to 24%.

Some of our staff may receive a portion of our commission as part of their remuneration package.

We may charge you a broker's fee which will be shown on our invoice.

Upon cancellation of a policy, we reserve the right to retain our fee and the commission earned when the insurance was placed, renewed or altered.

We may from time to time enter into a Profit Share Agreement (or similarly named arrangement) with one or more Insurers. Under such agreements we may be entitled to receive payment in addition to our commission depending on the profitability of our book of insurance business placed with a particular Insurer and it may also depend on a minimum volume of business being placed with that Insurer.

We receive interest on the money held in our Insurance Broking Account from the time we bank the money until it is paid to the Insurer.

When we arrange premium finance we may receive a commission from the finance company which varies from 0% to 2% of the amount funded; and a flat fee which will appear on the documentation. When we arrange premium finance with Macquarie Premium Funding we may indirectly receive additional benefits arising from our shareholding in Steadfast Group Limited who have a joint venture with Macquarie Premium Funding – See affiliations overleaf.

STATEMENTS OF ADVICE:

We will issue a Statement of Advice when we give you Personal Advice in the form of insurance advice in respect of:

- * Personal Accident Insurance
- * Personal Accident & Sickness Insurance

In the Statement of Advice in respect of the abovementioned products we will advise you of :-

- * Our fee (which you will be required to pay).
- * Any commission (which we receive from the insurance company).
- * Any association we have with insurance companies or other parties which may have influenced the advice we give you. We will also give you this information in respect of Motor Vehicle Insurance, Home Building and/or Home Contents Insurance, Personal and Domestic Insurance and Travel Insurance.

PRODUCT DISCLOSURE STATEMENTS:

If we recommend to you a Personal Accident Insurance or Personal Accident & Sickness Insurance policy or a particular insurance policy from the abovementioned list, we will give you information about the policy in the form of a Product Disclosure Statement to help you make an informed decision. This is usually prepared by the insurance company.

AFFILIATIONS:

We are shareholders of Steadfast Group Limited who have negotiated special policy wordings for certain classes of insurance for the benefit of our clients or provided their endorsement or badging of certain policies and as such they may receive an overriding commission or royalty from the Insurance Company (usually one percent of the premium) which could be shared with us. If this is the case in respect of the policy we recommend for you from the abovementioned list of products, it will be disclosed in our Statement of Advice or Important Information Sheet. Steadfast may receive an overriding commission on Premium Financing (usually half of one percent of the amount funded) which could be shared with us. We have access to various Steadfast management tools, services and discounted purchasing arrangements which Steadfast subsidise, provide free to shareholders or are available exclusively to shareholders for a fee. Steadfast is a 50% shareholder in Miramar Underwriting Agency Pty Ltd and a joint venture partner with Macquarie Premium Funding and as such may receive dividends which will indirectly contribute towards the benefits we receive from Steadfast. We may also qualify for reward points for insurance we arrange with Miramar Underwriting Agency Pty Ltd subject to a minimum threshold. These points may be redeemed for goods or flights. You can obtain a copy of Steadfast's Financial Services Guide at www.steadfast.com.au.

Our directors may receive dividends as shareholders in Queensland Brokers Holdings Pty Ltd who operate in partnership with Calliden Group under the name Queensland Underwriting Solutions Pty Ltd (QUS). If we place any of the listed classes with QUS, we will also advise you in our Important Information Sheet.

YOUR OBJECTIVES, THE SUBJECT MATTER OF THE INSURANCE & YOUR PERSONAL DETAILS:

Before we offer you any insurance advice or provide you with an insurance quotation or place any insurance, we will ask you for full details of your objectives, the subject matter of the insurance and your personal details. This will include your insurance claims history, criminal history, solvency history and other relevant information. We will also ask you for similar information about others who may have an insurable interest in the subject matter of the insurance or whose personal details would be relevant to the insurance company's decision as to whether to accept the insurance and at what premium and excess and on what terms and conditions. For example, in the case of car insurance, you would need to give us full details of all other drivers of your car. If you do not provide us with complete information, any advice we give may not be appropriate and any insurance we arrange for you, based on incomplete or incorrect information, may not be valid.

We maintain a record of the details you give to us and any recommendations or advice we give to you.

PRIVACY:

We are committed to our privacy policy which will ensure your privacy and security of your personal information whilst enabling us to use the information in an appropriate manner in an endeavour to meet your insurance needs and objectives. A copy of our Privacy Policy may be obtained on request.

PROFESSIONAL INDEMNITY:

Sawtell & Salisbury Pty Ltd (incl Tradesman's Insurance Brokers and Advanced Insurance Brokers) has in place Professional Indemnity insurance relating to errors and omissions arising from advice given or work done by our representatives, including past employees in respect of advice given or work done by them whilst employed by us.

CONFLICT OF INTEREST:

We have an internal procedure to manage any potential conflict of interest to ensure that we always act in your best interests.

COMPLAINTS:

If you have a complaint about us please contact our Complaints Manager with details. We have an internal complaints procedure and will try to resolve your complaint quickly and fairly. We are also members of the Financial Ombudsman Service (FOS), an external disputes resolution body. If the matter cannot be resolved to your satisfaction you have the right to refer the complaint to the FOS which is a free service. The FOS is located at Level 5, 31 Queen Street, Melbourne, Vic, 3000. Phone 1300 780 808, Fax 03 9613 6399. Email info@fos.org.au. Website www.fos.org.au.

We have also adopted The Insurance Brokers' Code of Practice, details of which may be obtained on request.

SAWTELL & SALISBURY PTY LTD are members of :-

STEADFAST GROUP LIMITED
THE NATIONAL INSURANCE BROKERS ASSOCIATION
THE COUNCIL OF QUEENSLAND INSURANCE BROKERS