



FINANCIAL SERVICES GUIDE (FSG) FOR APEX INSURANCE BROKERS

OUR GROUP

We are part of the APEX Group. Our group provides additional Financial and other Services.

ACCESSING INFORMATION

What information do we maintain about you and how can you access it?

We maintain a record of your personal profile. That record contains information about insurance policies that we have arranged for you. The record may also contain details of your objectives, financial situation and needs collected for the purpose of giving you advice. We also maintain records of any recommendations made 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 can be found at www.apexinsurancebrokers.com.au or we will provide you with a copy if you request.) If you wish to access your file please ask us.

ABOUT THIS GUIDE

This guide contains important information about:

- The services we offer you
- Our relationship with you and others
- How we and our associates are paid
- Our internal and external dispute resolution procedures and how you can access them.

The Financial Services covered by this Guide are provided by:

APEX Insurance Brokers Pty Ltd
1st Floor, 108 Moore Street, LIVERPOOL NSW 2170
ABN 19 072 460 836 / Australian Financial Services Licence number 236871

What Services do we offer?

We offer Financial product advice and dealing in General Insurance Products.

Who do we act for?

We are Insurance Brokers and as such we normally act for you. We may enter into an agreement (or binding authority) with an insurer to arrange insurance policies on their behalf and not on your behalf. We will inform you when we act for the insurer and not for you.

Do we have any relationships or associations with product issuers which might reasonably influence us?

Other than the agency relationships noted above, we do not have any association or relationship with a product issuer which might reasonably influence us in providing our services.

PAYMENT - HOW WE GET PAID

Payment by the Insurer

We are remunerated by commission from the insurer whenever you enter into an insurance policy arranged by us (including renewal and some variations). The commission is a percentage of the insurer's base premium (ie premium excluding stamp duty, fire services levy, GST or any other government charges, taxes, fees or levies). The rate ranges between 0 and 25%.

Fees Paid by You

We may charge you:

- an administration fee in addition to commission when you enter into an insurance policy.
- a flat fee for arranging an insurance policy or a fee based upon time we spend advising you.
- an annual management fee.

If there is a refund of premium as a result of the cancellation or adjustment of a policy, we reserve the right to retain all our remuneration. This is because we earn the income primarily from arranging the insurance. We may also charge a cancellation fee.

Where we provide personal advice to you as a retail client, we will tell you the remuneration that we and our associates are to be paid in a Statement of Advice.



FINANCIAL SERVICES GUIDE (FSG) FOR APEX INSURANCE BROKERS

Premium Finance

We may also receive commission from the Premium Financing Provider when we arrange premium finance for you. They may also pay us an overrider based on volume of sales.

Interest

We will retain any interest earned on our account from money received in connection with any financial service or financial product. This includes premiums paid to us by you which are later passed onto the Insurer.

Other remuneration information

Our staff receive an annual salary that may include bonuses based on performance criteria.

We have negotiated profit shares with some underwriters based upon the overall claims performance of our portfolios. Where these exist they have no bearing upon our decision or recommendations as to our Financial Advice. In the even a profit share is received at the end of each year we would estimate it to be no more than 0.5% of your base premium.

Where a third party has referred you to us, we may share part of our commission or fees with them or pay them an agreed referral fee.

If you need further explanation please ask us.

Professional Indemnity Insurance

APEX Insurance Brokers has in place professional indemnity insurance relating to errors and omissions arising from advice provided by our representatives, past or present. If you require further information regarding our professional indemnity insurance, please contact the Compliance Officer.

COMPLAINTS

What should I do if I have a complaint?

If you have any complaints about the service provided to you, you should take the following steps.

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 24 hours, please contact the Compliance Officer on telephone number 1300 85 APEX (2739) or put your complaint in writing and send it to us at:

*Compliance Officer
APEX Insurance Brokers Pty Ltd
PO Box R500, Royal Exchange NSW 1225*

We will try and resolve your complaint quickly and fairly.

3. If the complaint can't be resolved to your satisfaction within (21) days, you have the right to refer the matter to:

Insurance Brokers Disputes Limited (IBD). They can be contacted on 1300 780 808 or you can write to them at:

*Insurance Brokers Disputes Limited
Level 13, 31 Queen Street
Melbourne, Vic 3000*

If you have any further questions about the financial services we offer or this guide please contact the Compliance Officer on phone number 1300 85 APEX (2739).