

Financial Services Guide

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

Aviso Broking Pty Ltd (ABN 44 010 468 818) (AFSL 239041), (Aviso Broking)

Trading as:

Aviso Broking

Cabsafe Insurance

Hire Insurance Brokers (Qld)

Iconic Motor Insurance Solutions

Taxi Insure

WageCover Australia

Level 4, 154 Melbourne Street, South Brisbane Qld 4101

PO Box 3777, South Brisbane BC Qld 4101

Phone: 1300 908 404

Email: insurance@avisobroking.com.au Web: <https://avisobroking.com.au/>

Lack of Independence

We are not independent, impartial or unbiased because

- we or our representatives or associates may receive remuneration or other gifts or benefit from:
 - the issuer of the product you buy (e.g., commission that we retain); or
 - other third parties for related services provided in connection with the personal advice service (e.g. premium funding, claims or loss adjusting or reinsurance services),

which may reasonably be expected to influence the personal advice provided to you.

- we or our representatives may be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; and
- we or our representatives or associates have associations or relationships with issuers of financial products and others that might reasonably be expected to influence the personal advice provided to you.

We explain such arrangements in more detail in this document and you can ask us for more detail.

However, it is important to note that when providing personal advice, we are required under the Corporations Act to always act in our client's best interests. We also have policies and procedures for the proper management of conflicts of interests. You can ask us for more detail.

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 others are paid.
- any potential conflict of interest we may have.
- our internal and external dispute resolution procedures and how you can access them.
- arrangements we have in place to compensate clients for losses.

Further information when personal advice is given

We will provide you with further information whenever we provide you with advice which takes into account your objectives, financial situation and needs.

This information may include the advice that we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a Statement of Advice (SOA) or Important Information Statement.

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. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that product.

From when does this FSG apply?	This FSG applies from 23 rd May 2022 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 I instruct you?	You can contact us to give us instructions by post, phone, or email on the contact number or details mentioned on page 1 of this FSG.
Who is responsible for the financial services provided?	<p>Aviso Broking 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.</p> <p>Aviso Broking holds a current Australian Financial Services Licence (no. 239041). The contact details Aviso Broking are on the top of this FSG.</p>
What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?	<p>Aviso Broking is authorised to issue, 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.</p> <p>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.</p>
Will I receive tailored advice?	<p>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 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.</p> <p>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 the information we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation.</p> <p>You should read the warnings contained in any SOA, or any other warnings that we give you, carefully before making any decision about an insurance policy.</p> <p>Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances.</p>

Contractual Liability and your insurance cover

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

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 may 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 for the period required by law.

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. A copy is also available on our website www.avisobroking.com.au

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?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, we will also charge you a fee. These will all be shown on the invoice that we send you. 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.

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer or charge you a cancellation fee equal to the reduction in our commission.

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.

Electronic Delivery of Disclosure Notices

Please note that where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you electronically, via email or links to websites etc. If you have provided your email address to Us, we will typically use that email address for all correspondence and disclosure notices. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

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

Unless we tell you otherwise, we are remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us (including renewal and some variations). The commission is calculated as a percentage (ranging from 0-30%) of the insurer's base premium (i.e. premium excluding stamp duty, fire services levy, GST or any other government taxes, fees or levies)

We may also charge you a Broker Fee.

We may also receive other income or benefits from insurers, including commission or allowances, from insurers for managing binding authorities or other similar facilities and profit commissions or profit shares on certain classes of insurance. In some instances this remuneration is only paid to us if the portfolio is more profitable than the insurer would normally expect from this type of business. The percentage of profit payable may vary and is not guaranteed.

We do not often pay any commission, 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 these amounts).

When we provide you with any advice regarding CTP insurance written under the Motor Accident Injuries Act 2017 (NSW) we may receive a commission from the CTP Insurer we refer you to.

Our employees that will assist you with your insurance needs will be paid a market salary and may include bonuses based on our performance criteria.

If we give you personal advice, we will inform you of any fees, commission, or other 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.

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

Aviso Broking may enter into agreements with a limited number of insurers or premium funders under which we may receive fees or other remuneration, such as profit share for the retention or growth of various insurance portfolios. The remuneration we may receive from these agreements is variable, and is based on factors such as business retention, the volume of products or funding contracts arranged or the profitability of the portfolio of products arranged. Any commissions which may be payable are variable and are not guaranteed. If you have any questions, please ask us.

Invest

Invest Pty Ltd (**Invest**) is a group of related financial services businesses. The businesses operated in the group include insurance broking, underwriting agencies (on behalf of local and overseas insurers), and claims administration. These businesses operate separately from the Aviso Broking business although they are related companies.

We will inform you if your insurances are placed through one of these entities or we recommend or engage any of these entities to provide services to you. We refer you to the Invest website for further details on all related companies at <https://invest.com.au/>

Aviso Group

Aviso Broking is a member of the Aviso Group Pty Ltd (**Aviso Group**), which is the owner of the Aviso Group trademarks and intellectual property. Aviso has granted Aviso Brokers a licence to use the Aviso Group trademarks and its intellectual property. Aviso Group has arrangements with some insurers and premium funders (**Partners**) under which Aviso Group may receive between 0.5% – 1.5% commission and/or profit incentives for each product arranged by us with those Partners. We may receive a proportion of that commission from Aviso Group at the end of each financial year (or other agreed period).

Steadfast

Aviso Broking is a Steadfast Group Limited (**Steadfast**) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (**Partners**) under which Steadfast will receive between 0.5 – 1.5% commission for each product arranged by us with those Partners. Steadfast is also a shareholder of some Partners.

As a Steadfast Network Broker, 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 Steadfast Network Brokers for a fee.

You can obtain a copy of Steadfast's FSG at <https://steadfast.com.au/>

Premium Funding

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 charges). 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 6% 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. The amount of our commission and any fee that we charge will set out in the premium funding contract.

NIBA

Aviso Broking are members of the National Insurance Brokers Association (NIBA) and subscribe to the Insurance Brokers Code of Practice.

CQIB

Aviso Broking is also a member of the Council of Queensland Insurance Brokers Inc. (CQIB) and may receive indirect benefits from arranging cover for CQIB branded products. CQIB negotiates with certain insurers to issue enhanced products with broader cover for the clients of CQIB members. CQIB may receive royalties and/or sponsorship from the insurers depending on the continued support from members. CQIB also receives sponsorship from Insurers and other service providers for its annual convention and monthly member meetings. These royalties and sponsorships also provide members Education programs which offer opportunities for members to enhance their skills and knowledge.

Relationships

We may recommend the services of another financial adviser that can provide services we are not licensed to provide. This financial adviser may be an associated business where we hold financial interests. We will tell you at the time the referral is provided if we have a relationship with the other financial adviser.

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 20 days, please contact our complaints officer on 1300 908 404 or put your complaint in writing and send it to the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. Aviso Broking is a member of the Australian Financial Complaints Authority (**AFCA**). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. The AFCA can be contacted at:

Mailing address:

Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001

Ph – 1800 931 678

Email – info@afca.org.au

Website - www.afca.org.au

What arrangements do you have in place to compensate clients for losses?

Aviso Broking has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers us and our representatives (including our authorised representatives) for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives in the provision of financial services

Our PI policy covers us for claims relating to the conduct of representatives who no longer work for us.

Any questions?

If you have any further questions about the financial services Aviso Broking provides, please contact us.

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