



RIBSQ Pty Ltd
CHADSTONE HOUSE
416 LOGAN ROAD, STONES CORNER QLD 4120
PO BOX 298 STONES CORNER QLD 4120
TELEPHONE: (07) 3847 0400
FAX: (07) 3847 0411
E-MAIL: sq@ribpl.com.au

AFS Licence Number: 244330
ABN: 99 098 514 473



Tele Pty Ltd ATF Barron's Super Fund
PO Box 598
COORPAROO QLD 4151

Renewal of Cover

TAX INVOICE

11502392

Our Reference : RIB BNE B6544 0954146/004

Date : 24.10.2017

Class : Padlock Insurance Policy

Insurer : CGU Insurance

Policy No. : 01R0625783

Period : 18.11.2017 to 18.11.2018

Premium 3,814.86

Fire & ES Levy

Premium GST 381.49

Stamp Duty 377.67

Broker Fee 187.25

Fee GST 18.73

TRANSACTION DETAILS

Insured Name:- Tele Pty Ltd ATF Barron's Superannuation Fund

Renewal For:- Property Owners Insurance - 293 Ellison Road, Geebung

Total Amount A\$

4,780.00

Your Account is managed by: **Karl Mansfield**
karlm@ribpl.com.au

Jessica Derek
jessicad@ribpl.com.au

PAYMENT OPTIONS



BSB: 084-456
Account: 143027506
Reference: 11502392

Pay using Internet Banking using this Bank Account and Reference.



Visit our website to pay using your Visa or Mastercard.
www.ribpl.com.au
Client Reference: RIBBNEB6544
Invoice Reference: 11502392

A creditcard surcharge applies to all credit card payments. Visa 1.08% and Mastercard 1.11%.



Call 1800 646 449 to pay using your Visa or Mastercard
Use Reference: 11502392



Biller Code: 247619
Reference: 115023921

Telephone & Internet Banking - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account. More info: www.bpay.com.au



Post your cheque together with this payment slip to:
Regional Insurance Brokers - Mackay
PO Box 477
Mackay QLD 4740

Our Ref : RIB BNE B6544 0954146/004

Invoice No : 11502392

Client Name : Tele Pty Ltd ATF Barron's Super Fund

Contact : Karl Mansfield

Total Amount A\$

4,780.00

Regional Insurance Brokers

PO Box 298
STONES CORNER QLD 4120

Phone: 07 3847 0400
Fax: 07 3847 0411

CLIENT COVERAGE SUMMARY

Tele Pty Ltd ATF Barron's Super Fund
Padlock Insurance Policy

PROPERTY OWNERS INSURANCE

Insured: Tele Pty Ltd ATF Barron's Supperannuation Fund

Property Owner of: Commercial Building occupied as:

Building 1 - Unit 1 - Office
 Unit 2 - Office
Building 2 - Unit 3 - Office
 Unit 4 - Coffee Shop
 Unit 5 - Hairdresser
 Unit 6 - Pilates Studio

Situation of Property: 293 Ellison Road, Geebung QLD 4034

SECTION 1 - Property

Sum Insured

Buildings & Contents (Landlords Fixtures & Fittings)

\$ 1,600,000

Specified Items

Not Insured

Excess

\$ 250

SECTION 2 - Loss of Income

Indemnity Period

24 months

Sum Insured

Gross Rental Income for Indemnity Period

\$ 290,000

Increased Cost of Working

\$ 0

Excess

\$ 250

SECTION 3 PART A - Theft

Sum Insured

Building and Contents

\$ 1,600,000

Specified Items

Not Insured

Excess

\$ 250

SECTION 3 PART B - Money

Sum Insured

Money while contained in insured private residence

\$ 5,000

Money on the premises outside business hours

\$ 5,000

Money on the premises during business hours, in

transit, in security locked safe

\$ 50,000

Excess

\$ 250

SECTION 3 PART C - Rent Default

Sum Insured

Not Insured

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CLIENT COVERAGE SUMMARY

Tele Pty Ltd ATF Barron's Super Fund
Padlock Insurance Policy

SECTION 4 - Glass

Sum Insured

Breakage of Glass at the Situation	Replacement Value
Excess	\$ 250

SECTION 5 - Taxation Investigation

Sum Insured

Taxation audit or investigation costs	\$ 5,000
Excess	\$ Nil

SECTION 6 - Legal costs for Occupational Health and Safety breaches

Sums Insured	\$ 100,000
Excess	\$ Nil

SECTION 7 - Liability

Limit of Indemnity

Public Liability	\$ 5,000,000
Products Liability	\$ 5,000,000
Excess (property damage only)	\$ 500

SECTION 8 Machinery & Air conditioning - NOT INSURED

EXCLUSIONS & ENDORSEMENTS:

War, Terrorism and Nuclear Exclusion

Exclusion 1 of General Exclusions is deleted and replaced by the following:

- 1 a) any consequence of war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power.
- b) terrorism; being an act, which may include but is not limited to an act involving the use of force or violence and/or threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological or ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public, or any section of the public, in fear.
- c) confiscation or nationalisation, or requisition or destruction of or damage to property by or under orders of any government or public or local authority. However, we will pay for damage which occurs as a result of such an order if it prevents, or attempts to prevent fire or damage covered by this policy.
- d) any loss or destruction of or damage to property, personal injury, consequential loss, liability of whatsoever nature, directly or indirectly caused by or contributed to by, or arising from, ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste.
- e) loss, destruction, damage or liability directly or indirectly

CLIENT COVERAGE SUMMARY

Tele Pty Ltd ATF Barron's Super Fund
Padlock Insurance Policy

caused by or contributed to by, or arising from, nuclear weapons or nuclear material.

Electronic Data and Software Exclusion

The following is added to General Exclusions:

There is no insurance under this policy in respect of any claim of whatsoever nature which consists of or arises directly or indirectly out of or in connection with:

- (a) (1) total or partial destruction, distortion, erasure, corruption, alteration, misinterpretation or misappropriation of Electronic Data and/or Software
- (2) error in creating, amending, entering, deleting or using Electronic Data and/or Software, or
- (3) total or partial inability or failure to receive, send, access or use Electronic Data and/or Software for any time or at all, from any cause whatsoever, regardless of any other contributing cause or event whenever it may occur.

Electronic Data means facts, concepts and information converted to a form useable for communications, display, distribution, interpretation, or, processing by electronic or electromechanical data processing or electronically controlled equipment.

Software means programs, procedures, and routines associated with the operation of electronic or electromechanical data processing or electronically controlled equipment, including any operating system.

- (b) However, for all sections of the policy or policies except those dealing specifically with public liability and/or products liability and/or machinery, in the event that a peril listed below (being a peril insured by this policy but for this exclusion) is caused by any of the matters described in paragraph (a) above, this policy, subject to all its provisions, will insure:

- (1) physical loss of or damage or destruction to property insured directly caused by such listed peril and/or,
- (2) consequential loss insured by this policy.

Further, this exclusion does not apply in the event that a peril listed below (being a peril insured by this policy but for this exclusion) causes any of the matters described in paragraph (a) above- fire, lightning, thunderbolt, aircraft or other aerial devices or articles dropped therefrom, earthquake, subterranean fire, volcanic eruption, storm, tempest, rainwater, snow, sleet, wind, hail, water, liquids or substances discharged, overflowing or leaking from fixed apparatus, fixed appliances, fixed pipes or other systems, riots, civil commotions, strikes or locked out workers or persons taking part in labour disturbances, explosions, impact by vehicles, animals or trees or branches of trees, communication masts, towers, antennae, satellite dishes, watercraft, meteorites, or theft of Electronic Data and/or Software solely where such theft is accompanied by theft of the computer hardware, firmware, medium, microchip, integrated circuit or similar device containing such Electronic Data and/or Software.

However, this exclusion does not apply to any section of the policy dealing specifically with glass.

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Padlock Insurance Policy

Change of Insurer - Endorsement

This endorsement is dated 01 August 2017 and will apply to all policies taken out, or with a renewal effective date on or after this date. The information in this endorsement should be read with the last Policy you received for the Policy specified in your Policy Schedule and any other applicable endorsement.

Changes to your Policy:

Your Policy is amended by the following:

Change 1: Change to details of CGU Insurance Limited ABN 27 004 478 371, AFS Licence No. 238291

All references to "CGU Insurance Limited ABN 27 004 478 371 AFS Licence No.238291" are deleted and replaced by "Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance".

Change 2: Change to details of CGU Insurance Limited

All references to "CGU Insurance Limited" are deleted and replaced by "Insurance Australia Limited trading as CGU Insurance".

Insurer

Insurance Australia Limited

ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance

WORKERS COMPENSATION INSURANCE IS COMPULSORY IF YOU HAVE EMPLOYEES.

THIS COVER IS NOT PROVIDED UNLESS SPECIFICALLY SHOWN ON THE SCHEDULE.

CGU INSURANCE CAN ARRANGE SEPERATE COVER IN THOSE STATES WHERE LEGISLATION PERMITS.

INSURER	POLICY NUMBER	PROPORTION
Insurance Aust Limited T/As CGU A.B.N. 11 000 016 722 189 Grey Street South Bank QLD 4101	01R0625783	100.0000%

IMPORTANT NOTICES

1. YOUR DUTY OF DISCLOSURE

Before you enter into a contract of Insurance with AN INSURER you have a duty, under the INSURANCE CONTRACTS ACT 1984, to disclose to THE INSURER every matter that you know, or could know, or could reasonably be expected to know, is relevant to THE INSURER'S decision whether to accept the risk of the insurance and, if so, on what terms. You have the same duty to disclose these matters to THE INSURER before you renew or change this contract. Your duty, however, does not require disclosure of any matter

- * that diminishes the risk to be undertaken by THE INSURER;
- * that is of common knowledge;
- * that YOUR INSURER knows or in the ordinary course of business, should know;
- * as to which compliance with your duty of disclosure is waived by THE INSURER.

NON DISCLOSURE

If you fail to comply with your duty of disclosure THE INSURER may be entitled to reduce their liability under the contract in respect of a claim or may cancel the contract. If your nondisclosure is fraudulent, THE INSURER may also have the option of voiding the contract from its beginning.

2. SUBROGATION

Your policy of insurance provides that you will not be able to recover under it if you enter into or have entered into any agreement which excludes or limits your right of recovery from other parties; therefore you MUST NOT have agreed and MUST NOT agree to give away any of your rights because this will affect THE INSURER'S right to recover under Subrogation from other parties.

3. AVERAGE/COINSURANCE

It is most important that the sum insured you select is adequate to represent the value of the property insured, calculated in accordance with the cover being arranged, OTHERWISE you will be UNDER INSURED and in the terms of the Average/Coinsurance provisions of your policy you may be responsible for paying part of the loss you actually suffer. The application of average applies to business interruptions policies and is fully set out in the Basis of Cover. For the types of cover most usually provided the average calculation is arrived at by applying the rate of gross profit to the turnover, both factors first being adjusted appropriately as provided for in the trend of business clause. In other words, if you base your cover on too low an amount you will contribute proportionately to any loss. It is most important that you also include an adequate indemnity period. If you are not back to normal trading conditions by the time the indemnity period expires then you will have a further uninsured loss.

4. CANCELLATION

If a cover is cancelled before the expiry of the period of insurance, we will refund to you only the net return premium which we received from the insurer. We will not refund any part of the brokerage we receive for arranging the cover.

5. CLAIMS PROCEDURE

1. Any occurrence likely to give rise to a claim should be reported immediately.
2. The cover summary will provide you with brief details of the scope of the cover and any deductible applying to particular policies.
3. A completed claim form is generally required and should be completed as soon as possible after the event.
4. Do not admit liability to a third party for loss or damage or injury. Merely inform them that the matter is being investigated.
5. For small losses, Insurers will generally not appoint a loss adjuster. We suggest that in these cases you obtain two repair quotations.
6. You are permitted to undertake reasonable measures to protect damaged property against further losses or damage.
7. Our office will advise you on correct procedures to follow for all types of claims.

6. COMMUNICATION OF CHANGES & DEVELOPMENTS TO BE NOTIFIED

The following list should be used as a guide to areas of activity which should be notified to us immediately they are proposed or occur, so that steps can be taken to ensure that you are adequately insured. This is by no means a complete list, so if in doubt, contact us for assistance.

1. Purchase, construction or occupancy of new premises – alteration, vacation temporary un-occupancy, extension or demolition of existing premises.
2. Removal of property to new locations.
3. Proposed installation of plant or machinery.
4. Increases in values of property or additional vehicle purchases.
5. Hire, leasing or borrowing of plant or equipment.
6. Contractual liabilities, particularly any contracts which impose greater than usual liabilities.
7. Granting of indemnities or hold-harmless agreements – e.g. lease agreements, contracts for supplying, maintenance of fire protection, and/or burglary protection equipment.
8. Changes in processes, occupancy, products or extensions of business operations including storage of hazardous goods.
9. Alteration, amendment to or disconnection of fire or burglary protection systems.
10. Acquisitions of new companies and/or mergers and/or joint ventures.

7. CLIENT DISSATISFACTION

Clients who are not fully satisfied with our services should contact our customer relations/complaints officer. The Regional Insurance Brokers Group also subscribes to the Insurance Brokers Dispute Facility (IBDF), a free customer service, and the general Insurance Brokers Code of Practice. Further information is available from this office.

8. PRIVACY

The Regional Insurance Brokers Group adheres to the Privacy Act 1988 (as amended) and the Australian Privacy Principles in handling your Personal Information. For details relating to our Privacy Policy please contact our office or visit www.ribpl.com.au.

9. PREMIUM FUNDING

Regional Insurance Brokers can arrange Premium Funding for you. Please be aware that we may receive up to 2.5% commission which is inbuilt into your charges, and depending on volume, we may also receive an over-riding commission of another 2%. We do not advise or represent that their products and services are right for you and take no responsibility for the products and services they may provide you. You need to make your own decision based on the information they provide.

10. COMMISSION PAID BY THE INSURER TO US

We are generally remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us. The commission is a percentage of the insurer's base premium (i.e. premium excluding stamp duty, fire services levy, GST or any other government charges, taxes, fees or levies when applicable). The rate ranges up to 42% excluding GST. Different insurers can agree to pay us different commission rates for the same products. The rates also vary for each product type. In some cases the rate may be higher because of the role we play in performing certain distribution functions the insurer would otherwise have to perform. The commission rate does not represent our profit margin as it also reimburses us for administrative and other expenses we incur in providing our services. The commission is included in the premium amount set out in your invoice and we receive it when you pay the premium or at a later time agreed with the insurer. By way of example, if you buy a policy and the base premium is \$400 and our commission is 10% excluding GST, we receive \$40 plus GST on this amount from the insurer. If we act on your behalf and you cancel a policy and obtain a refund of premium you agree that we can keep our commission. If we didn't do this we would not be properly paid for the services provided by us to you.

11. PROFIT SHARE

We may receive additional remuneration from insurers with whom we have profit share or volume bonus arrangements. Regional Insurance Brokers is part of programs with Allianz Blue Eagle, QBE IPS, CGU GI and Zurich Zenith which may include a profit share component or volume bonus. The amount of profit share or volume bonus, if any, is variable and is determined by either the increased amount of premium earned or when compared with the claims experience in Regional Insurance Brokers' Portfolio with these insurers. The profit share or volume bonus is calculated and received on an annual basis subject to certain parameters governing the amount of profit share or volume bonus if any..

12. Over-rider Commissions

Regional Insurance Brokers Pty Ltd 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.

We may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).

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 www.steadfast.com.au

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 2.5% 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.

13. RECEIPT OF SOFT DOLLAR BENEFITS POLICY

From time to time we and our representatives may also receive what are commonly referred to as 'soft dollar benefits' from product issuers and other financial service providers we deal with. These can include entertainment (e.g. lunches, sporting, events, movies etc), conferences (e.g. attendance at a product issuer conference or sponsorship of our Group Annual conference by a product issuer), accommodation and travel, business tools (e.g. software); gifts (e.g. product issuer or service provider branded promotional and other occasional small gifts such as bottles of wine or hampers on special occasions etc). These benefits are provided by a wide range of product issuers and service providers. In most cases they relate to our development of an understanding of the product issuer and service provider and their product ranges and practices etc. Ultimately, this assists us in better servicing and representing you. Our policy is that any of the above received by us or our representatives that exceeds \$300 per item or transaction in estimated value are potentially material. This means they must be disclosed to our Conflicts Manager in writing. The manager determines if appropriate procedures are in place to avoid any potential conflict of interest which might arise. They only approve benefits where this is the case and retain a record of this which you can access on request. The above restriction does not apply to conferences or functions, the principal purpose of which is professional development and where the right to attend is not based on volume.

14. HOW WE MANAGE CONFLICTS OF INTEREST

We take any potential conflicts of interest seriously and have a Conflict Of Interest Policy which we and our representatives must comply with and you can access by contacting us. Compliance is audited on a regular basis. Conflicts of interest are circumstances where some or all of your interests as our client, are or may be inconsistent with, or diverge from, some or all of our interests. Our procedures and training are all designed to properly manage any conflict of interest and it is important to note that we have legal duties we owe you when we act as your professional adviser. We treat these very seriously. We have a number of procedures in place to manage potential conflicts of interest. If you have any questions, make sure you ask us.

Financial Services Guide

AFSL Holder: Regional Insurance Brokers Pty Ltd

ABN 16 774 173 856

AFSL No: 244330

Version 21.0 Effective 1st October 2018

RIBUT Pty Ltd
T/as Regional Insurance Brokers
ABN: 13 165 872 088
ACN: 165 872 088

50 Gordon Street, Mackay QLD 4740
PO Box 477, Mackay QLD 4740
Phone Number: 07 4951 6200
Fax Number: 07 4951 1490
Email: admin@ribpl.com.au

RIBSQ Pty Ltd
T/as Regional Insurance Brokers
ABN: 99 098 514 473
ACN: 098 514 473

Chadstone House
416 Logan Rd, Stones Corner QLD 4120
PO Box 298 Stones Corner QLD 4120
Phone Number: 07 3847 0400
Fax Number: 07 3847 0411
Email: sq@ribpl.com.au

RIBCQ Pty Ltd
T/as Regional Insurance Brokers
ABN: 26 083 877 909
ACN: 083 877 909

69 High Street, North Rockhampton
PO Box 5616 CQMC QLD 4701
Phone Number: 07 4999 0500
Fax Number: 07 4999 0511
Email: cq@ribpl.com.au

RIBNQ Pty Ltd
T/as Regional Insurance Brokers
ABN: 39 154 090 285
ACN: 154 090 285

Suite 3, Conway House
6 Island Drive, Cannonvale QLD 4802
PO Box 641, Cannonvale QLD 4802
Phone Number: 07 4841 4000
Fax Number: 07 4946 4775
Email: nq@ribpl.com.au

RIBAB Pty Ltd
T/as Regional Insurance Brokers
ABN: 87 117 086 450
ACN: 117 086 450

Chadstone House
416 Logan Rd, Stones Corner Q 4120
PO Box 298 Stones Corner QLD 4120
Phone Number: 07 3847 0400
Fax Number: 07 3847 0411
Email: sq@ribpl.com.au

RIBSC Pty Ltd
T/as Regional Insurance Brokers
ABN: 35 011 054 327
ACN: 011 054 327

Level 2, Regatta Corporate
2 Innovation Parkway, Birtinya QLD 4575
PO Box 1098, Buddina QLD 4575
Phone Number: 07 5439 1900
Fax Number: 07 5439 1922
Email: sc@ribpl.com.au

Tradesure Pty Ltd
ABN: 17 140 340 361
ACN: 140 340 361

Level 2, Regatta Corporate
2 Innovation Parkway, Birtinya Q 4575
PO Box 1492, Buddina QLD 4575
Phone Number: 1800 872 331
Fax Number: 07 5439 1922
Email: info@tradesure.com.au

Capital Insurance (Broking) Group Pty Ltd T/As Capital Insurance (Broking) Group
ABN: 47 503 671 671
ACN: 503 671 671

6 Luizzi Street
Hervey Bay QLD 4655
PO Box 1071, Hervey Bay QLD 4655
Phone Number: 07 4128 3455
Fax Number: 07 4124 1519
Email: sales@cig.net.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 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).

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 policy.

From when does this FSG apply?

This FSG applies from 1st October 2018 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, fax or email on the contact number or details mentioned on page 1 of this FSG.

Who is responsible for the financial services provided?	Regional Insurance Brokers Pty Ltd 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. Regional Insurance Brokers Pty Ltd (of which Regional Insurance Brokers is a trading name) holds a current Australian Financial Services Licensee no: 244330. The contact details for Regional Insurance Brokers Pty Ltd are on the front of this FSG.
What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?	Regional Insurance Brokers Pty Ltd is authorised to provide general insurance broking services. We will do this for you as your broker unless we tell you otherwise.
Will I receive tailored advice?	<p>Maybe 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 of 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?	<p>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.</p> <p>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.ribpl.com.au.</p> <p>If you wish to look at your file please ask us. We will make arrangements for you to do so.</p>
How will I pay for the services provided?	<p>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, in some cases 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.</p> <p>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.</p> <p>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.</p>

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

Our commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 42%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

We have a set of standard non-refundable Broker Fees that we charge you for the costs of services such as; market research on products available, sourcing alternative quotations and coverage and risk analysis and portfolio co-ordination. All fees payable for our services will be advised to you at the time of providing the advice of service.

We do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. 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 20% to 50% of our commission or fees.

Our advisers are paid by salary which is reviewed annually based on performance criteria. They may receive bonuses payable based on the overall performance of our business.

Authorised Representatives are paid a percentage of the commission and broker fees paid to Regional Insurance Brokers. They may also receive bonuses payable based on the overall performance of our business.

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.

See below for information on the Steadfast association and commission.

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

Regional Insurance Brokers Pty Ltd 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.

We may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).

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 www.steadfast.com.au

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 2.5% 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.

We may receive additional remuneration from insurers with whom we have profit share or volume bonus arrangements. Regional Insurance Brokers is part of programs with Allianz Blue Eagle, QBE IPS, CGU GI and Zurich Zenith which may include a profit share component or volume bonus. The amount of profit share or volume bonus, if any, is variable and is determined by either the increased amount of premium earned or when compared with the claims experience in Regional Insurance Brokers' Portfolio with these insurers. The profit share or volume bonus is calculated and received on an annual basis subject to certain parameters governing the amount of profit share or volume bonus if any.

What should I do if I have a complaint?	<ol style="list-style-type: none"> 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 Manager, Danny Brandon on 07 3847 0400 or put your complaint in writing and send it to RIBSQ Pty Ltd at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly. 3. If you are not satisfied with our response, you may lodge a complaint: with the Financial Ombudsman Service Australia if lodged before 1 November 2018: Online: www.fos.org.au Email: info@fos.org.au Phone: 1800 367 287 Mail: Financial Ombudsman Service Limited GPO Box 3 Melbourne VIC 3001; or with the Australian Financial Complaints Authority if lodged on or after 1 November 2018: Online: www.afca.org.au Email: info@afca.org.au Phone: 1800 931 678 Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001
What arrangements do you have in place to compensate clients for losses?	Regional Insurance Brokers Pty Ltd 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.
Any questions?	If you have any further questions about the financial services Regional Insurance Brokers Pty Ltd provides, please contact us. Please retain this document for your reference and any future dealings with Regional Insurance Brokers Pty Ltd.