



Financial Services Guide

Crowe Horwath Insurance Brokers Pty Ltd

The purpose of the Financial Services Guide

This Financial Services Guide (FSG) is designed to assist you in determining whether to use any of our financial services offered. It contains key information about Crowe Horwath Insurance Brokers Pty Ltd (hereafter 'Crowe Horwath Insurance Brokers') and the accompanying Account Manager Profile provides specific information about your Account Manager and together forms the complete Crowe Horwath Insurance Brokers FSG.

This FSG contains important information about:

- Who is Crowe Horwath Insurance Brokers?
- The services we offer you;
- How we and our associates are remunerated;
- Any potential conflicts of interest we may have;
- What to do in the event of a complaint.

Who is Crowe Horwath Insurance Brokers?

Crowe Horwath is the leading and largest provider of accounting and related services to small medium enterprise across Australia and New Zealand. With a wide range of services, Crowe Horwath provides better advice for a better life. Crowe Horwath Australasia is owned by Findex Group Limited ('Findex').

Crowe Horwath Insurance Brokers is 100% wholly owned by Crowe Horwath Australasia, part of the Findex Group.

Crowe Horwath Insurance Brokers provides General Insurance services to complement Crowe Horwath Australasia's:

- Accounting
- Taxation
- Audit and Assurance
- Lending and Finance
- Business Advisory
- Financial Advice services.

Crowe Horwath Insurance Brokers acts on your behalf and is responsible for the financial services offered in this FSG. Sometimes, it may be more appropriate for us to access insurance or manage claims where we act as an agent of the insurer. If and when this situation arises we will explain and highlight this to you.

Responsibility for services provided

We hold Australian Financial Services Licence number 342526 and are authorised to provide advice and deal in the full spectrum of general insurance products.

We are responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG.

We are required to meet high standards for staff training, organisational competence, management expertise, financial control and compliance disciplines.

Our services

We offer a range of services to assist you to protect your assets and guard against unexpected liabilities including:

- Reviewing and advising on your insurance needs;
- Identifying risk factors to avoid claims;
- Seeking competitive premium quotations.

Our products

We can advise and arrange a broad range of insurances on your behalf including:

- Home Building and Contents;
- Private and Commercial Motor;
- Farm;
- Business Packages;
- Construction, Liability;
- Industrial; and
- Professional covers

Retail clients

Under the Corporations Act 2001 (The Act) Retail Clients are provided with additional protection. The Act defines Retail Clients as:

- Individuals or a manufacturing business employing less than 100 people or any other business employing less than 20 people and that are purchasing the following types of insurance covers:
 - Motor vehicle, home building, contents, personal and domestic, sickness/accident/travel, consumer credit and other classes as prescribed by regulations.

Some of the information in this FSG only applies to Retail Clients and it is important that you understand if you are covered by the additional protection provided.

Retail client issues

Typically we only provide General Advice to our Retail Clients. General Advice does not take into account your particular needs and requirements (i.e. beyond the basic facts to ascertain the level of insurance you require) and you should consider the appropriateness of this advice to your circumstances prior to acting upon it. We will provide you with a General Advice Warning in such cases.

If you are a new Retail Client purchasing Personal Accident or Sickness insurance and obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will give you a Statement of Advice (SOA), that sets out the advice provided and the basis on which the advice is made and our remuneration should you purchase the product.

For existing Retail Clients we may not provide an SOA but rather provide the advice to you orally. In such cases you may request us to provide you with a Record of Advice (via phone or in writing) which we will provide to you within 28 days of such request.

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.

If we recommend the purchase of a particular financial product, we will also provide you with a Product Disclosure Statement at that time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

What we expect from you

To enable us to provide appropriate advice we need you to provide us with complete information about the risk(s) that you face and those that you want to be insured for. You should also tell us about any relevant changes as they occur so that we can review your insurance needs accordingly.

Personal information

Crowe Horwath Insurance Brokers complies with the Crowe Horwath Australasia's privacy policy and Privacy Act 1988 which sets out standards for the collection and management of personal information. Crowe Horwath Australasia collects information from you to:

- Provide general Insurance Services to you;
- Complete associated documents and application forms for you;
- Provide agreed services to meet your requirements;
- Market services that may be supplied by Crowe Horwath Australasia or by other suppliers – unless you ask us not to.

Crowe Horwath Australasia recognises how important the privacy of your personal information is to you, so we will always seek to ensure that your personal information is protected from misuse, loss, unauthorised access, modification or disclosure. And we will only use or disclose your information for the purposes we have listed above, or for related purposes, or as required by law – unless you give us consent to disclose your information for other purposes.

We are committed to ensuring that the personal information we hold about you is accurate, complete and up-to-date.

If you believe that this is not the case, please contact us and we will take all reasonable steps to correct the information.

If at any time you wish to have access to the information we hold, or wish to obtain a copy of our privacy policy, please contact the Crowe Horwath Australasia Privacy Officer on 03 9522 0888.

The Crowe Horwath Australasia privacy policy can be found at www.crowehorwath.com.au

Retail client issues

Clients not satisfied with our services should contact their advisor to discuss their complaint. We strive to improve the services we offer and rely on feedback from you to help us in this regard.

We will try to resolve your complaint quickly and fairly.

If you are not satisfied with the response you receive you should contact the Head of Compliance on 03 9522 0888 or via mail at:

Head of Compliance
Crowe Horwath Australasia
GPO Box 1913
Melbourne VIC 3001

We are members of the Financial Ombudsman Service and if the complaint cannot be resolved to your satisfaction you have the right to complain directly to the Service, free of charge. They can be contacted on 1300 78 08 08. We also follow the Insurance Brokers Code of Practice.

You can also make a complaint and obtain information about your rights on ASIC's free call information line: 1300 300 630. ASIC is the Australian Securities and Investments Commission.

Compensation

Crowe Horwath Insurance Brokers maintains professional indemnity insurance as required under the Corporations Act 2001. The insurance provides indemnity up to the sum insured for Crowe Horwath Insurance Brokers and for our representatives and employees in respect of authorisations and obligations under our Australian Financial Services License (subject to terms and conditions).

This insurance covers former representatives and employees for work done whilst they were engaged with us and satisfies the requirements for compensation arrangements under Section 912B of The Act.

Our sources of income

When placing your insurance we usually receive a commission from the insurer. The amount varies between 0% and 25% of the base premium you pay. Where a policy is cancelled before the period of insurance has ended we will usually retain the commission on any return premium involved.

If you are a Retail Client and we give you Personal Advice, commission amounts will be provided in any SOA or (where an SOA is not required to be provided) included on any relevant invoices.

When we give you General Advice, full commission information (including dollar amounts) will be provided to you.

We have a set of standard non-refundable Broker Fees that we charge you for services such as:

- Market research on products available.
- Assessing the claims paying ability of insurers.
- Sourcing alternative quotations and coverage.
- Risk analysis and portfolio coordination.

All fees payable for our services will be advised to you at the time of providing the advice or service.

We may receive additional remuneration from insurers with whom we have profit share or volume bonus arrangements.

This remuneration is payable if we meet certain agreed sales and/or profitability targets set by the insurer. If we have profit share arrangements with an insurer that apply to a product we recommend to you, we will advise you of this at the time of making any such recommendation if the amount involved is material.

We retain the interest on premiums paid by you that are held in our trust account before paying the insurer.

If you pay by credit card we may charge you a credit card (incl. arrangement and handling) fee, which is disclosed and shown separately on our invoices, they are non-refundable. This fee covers the cost of bank charges etc. associated with such facilities.

Premium funding products enable you to pay your premiums by instalments. Premium funders do charge interest. We can arrange premium funding if you require it. We may receive a commission based on a percentage of the premium from the premium funder for doing so. We will tell you the basis and amount of any such payment if you ask us.

How our representatives are paid

Our representatives do not receive any benefit directly from the sale of a product to you. Our representatives may receive bonuses payable based on the overall performance of our business of authorisations and obligations under our Australian Financial Services License (subject to terms and conditions).

This will be on top of their annual salary. If a person has referred you to us, we may pay them a part of any fees or commission received. If you are a Retail Client and receive Personal Advice full remuneration details will be disclosed in the SOA or invoices related to the advice.

Conflicts of interest

As a business we have relationships with and receive income from various third parties as detailed in this FSG.

Crowe Horwath Insurance Brokers and/or your Advisor may be given one-off or ongoing 'Alternative Forms of Remuneration' from product providers. These may result in a potential conflict of interest. They are not additional charges to you and are paid out of the product provider's own resources.

Your advisor is paid a salary package and may also receive annual bonuses.

For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you. All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice.

From time to time, product providers provide training assistance and resources to your advisor or to Crowe Horwath Insurance Brokers. They may also make other payments, such as a marketing allowance or for tickets to entertainment events.

We will outline any specific sponsorship details in your SOA. These are not additional fees from your account. They are paid out of the product provider's own resources.

How to contact us

You are able to contact us by phone, in writing, by fax, email or in person.

Contact agreement

To ensure that we provide you with appropriate products and services, you agree to us calling you to discuss any new products and services. If you do not wish to receive such calls please advise us and we will place you on our Do Not Call Register.

Issued by:

Crowe Horwath Insurance Brokers Pty Ltd (CHIB)
ABN: 17 139 730 528
Australian Financial Services Licensee,
Licence Number: 342526

Version October 2016

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About Crowe Horwath

Crowe Horwath Australasia, owned by Findex Group Limited, is the largest provider of practical accounting, audit, tax, business and financial advice services to individuals and businesses from a comprehensive network of over 100 offices.

Crowe Horwath Australasia is part of a global accounting network that delivers high quality audit, tax and advisory services in over 100 countries. We are the relationship that you can count on - large enough to offer a range of expertise and skills - and small enough to provide the personal touch.

Tel 1300 856 065

www.crowehorwath.com.au

The relationship you can count on