

FINANCIAL SERVICES GUIDE/ IMPORTANT ADVICE NOTICE

This Financial Services Guide (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.

Who are we?

The financial services referred to in this **FSG** are offered by Insurance Logic Pty Ltd (**Insurance Logic**) including specialist divisions Logical Insurance Brokers (**Logical**) and Blue Badge Independent Living Pty Ltd (**Blue Badge**).

Insurance Logic, ABN 44 002 859 252, is authorised as a general insurance broker and provides financial product advice (both general and personal advice) and deals in general insurance products for retail and wholesale clients (AFSL No. 237633).

Blue Badge, ABN 59 162 783 306, is an Authorised Representative of Insurance Logic, (AR No 438547).

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 important information about the particular policy features, benefits and risks, which will enable you to make an informed decision about purchasing that policy.

From when does this FSG apply?

This FSG applies from **1st January 2019** 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 you instruct us?

You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned below or visit our website at www.logicalinsurance.com.au

Who is responsible for the financial services provided?

Insurance Logic 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.

Where we have appointed any Authorised Representatives, they will be authorised to advise, deal and issue under the Insurance Logic AFS licence and we will be responsible for any Financial Services they provide to you. If your advisor is an

Authorised Representative you will receive a separate 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?

Insurance Logic is authorised to advise, issue and deal in general insurance products (for example home and contents, vehicles, professional indemnity and public liability) to wholesale and/or retail clients. We will do this for you as your broker unless we tell you otherwise.

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.

Insurance Logic's director James Cotis is also a director of Logical Financial Management Australia Pty Ltd (**Logical Financial**) and a shareholder of Blue Badge.

Logical Financial can provide other advisory services designed to help you create, manage and protect your wealth in its capacity as a Partner Firm and Corporate Authorised Representative (**CAR**) of Advice IQ

Partners Pty Limited AFS Licence no. 332957. The CAR no. issued by ASIC is 240479.

Will I receive tailored advice?

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, 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.

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.

You should read the warnings contained in any SOA, or any other warnings that we give you, carefully before making decisions about an insurance policy.

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, at the time of any scheduled status review or upon renewal of your insurances.

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 at www.logicalinsurance.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. 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.

With respect to midterm cancellations, we will not refund any part of the fee or commission we receive for arranging the cover.

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.

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

Our commission will be calculated based on the following formula:

In this formula: $X = Y\% \times P$	
X	= our commission
Y%	= the percentage commission paid to us by the insurer. Our commission varies between 0% and 27%.
P	= the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any fees that we charge you will be disclosed in dollar amounts and or advised prior to us performing any relevant services for you. We may charge you:

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

We may pay commissions, fees or benefits to others who refer you to us or refer us to an insurer. The referral fee will be paid out of our commission or fees (not in addition to those amounts), in the range of 0% to 40% of our commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary and in addition may receive bonuses which are included in our commission or fees.

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.

Blue Badge & Dealers and Repairs

Insurance Logic has appointed a number of dealers and repairers who supply / service Motorised Mobility Devices as distributors and or referrers, to assist with selling **Blue Badge** insurance products and in addition provide information about their services. These parties may attend various industry events throughout Australia and may receive commissions / incentives for providing these insurance arrangements.

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

Insurance Logic 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 - 3% 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 changes). 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 0.5% to 2% 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.

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 10 days, please contact **James Cotis** on **02 9328 3322** or put your complaint in writing and send it to him at Insurance Logic's address as detailed below. We will try and resolve your complaint quickly and fairly.
3. Insurance Logic 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 AFCA. AFCA can be contacted at:

Mailing address: Australian Financial Complaints Authority, GPO Box 3 Melbourne 3001

Ph: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

4. Insurance Logic is a member of AFCA. If you have a complaint about a policy that we arranged under a binder that can't be resolved to your satisfaction by us you have the right to refer the matter to AFCA at no cost to you. AFCA can be contacted as shown above.

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

Insurance Logic has a professional indemnity insurance policy (PI policy) in place.

The PI policy covers us and our representatives (including our authorised representatives and distributors) 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 will cover us for claims relating to the conduct of representatives who no longer work for us.

What Codes do Insurance Logic comply with?

We comply with the Insurance Brokers Code of Practice

This document can be viewed online via the FOS / About us / Codes of Practice or you can contact us for a hard copy of the code.

Any questions?

If you have any further questions about the financial services Insurance Logic provides, and our representatives (including our authorised representatives and distributors) please contact us.

Please retain this important document for your reference and any future dealings with Insurance Logic and our representatives.