



Financial Services Guide

of Lugarno Holdings Pty Ltd trading as
Westralian Insurance

ABN 27 110 436 005

AFSL 331147

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Financial Services Guide

The *Financial Services Guide* ('FSG') is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service.

Under the *Financial Services Reform Act 2002*, General Insurance is considered a financial product. The matters covered by an FSG include, who we are, how we can be contacted, who is our licensee, what services we are authorised to provide to you, how we and any other relevant parties are remunerated, details of any potential conflict of interest and details of our internal and external dispute resolution procedures and how you can access them.

Key information is set out in answer to the questions below. Should you require more information or clarification, please ask us.

This Financial Services Guide is issued with the authority of Lugarno Holdings Pty Ltd.

You should also be aware that you are entitled to receive a *Statement of Advice* whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The *Statement of Advice* will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

In the event we make a recommendation to acquire a particular financial product or offer to issue or arrange the issue of a financial product, we must also provide you with a *Product Disclosure Statement* containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

BEFORE YOU RECEIVE OUR ADVICE Who is my adviser?

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

Lugarno Holdings Pty Ltd (ABN 27 110 436 005) trading as Westralian Insurance (AFSL No. 331147), Suite 12, 1 Irwin Road, Wangara WA 6065
Phone: (08) 9302 1388 Facsimile: (08) 9302 2552
info@westralianinsurance.com.au

Who will be responsible for the advice given to me?

Lugarno Holdings Pty Ltd holds an Australian Financial Services License No. 331147 and is responsible for the advice provided by its representatives.

What advisory services are available to me?

General Insurance Services;
Premium Funding;

We provide financial product advice for the following financial products (please note these include but are not limited to the following products);

Business and Trade packages;
Personal and Domestic Property insurance products;
Motor Vehicle insurance products;
Home Building insurance products;
Home and Contents insurance products;

Sickness and Accident products;
Travel insurance products;
Workers' Compensation and Employers' Liability Insurance products

We only recommend a product to you after considering its suitability for your specific needs, objectives and relevant financial circumstances.

How will I pay for the service?

Lugarno Holdings Pty Ltd offers the following range of payment options or a combination of them -

A fee paid by you to our representative invoiced through Lugarno Holdings Pty Ltd. This is referred to as 'fee for service' or 'broker fee'; and/or commissions paid to our representative as a consequence of insurance products recommended. Such commissions are based upon the premium you pay in respect of the Financial Product acquired. When recommendations are made, you shall be provided with a separate document titled *Statement of Advice*, which contains specific details including the way our representative will be remunerated for the provision of advice.

Will anyone be paid for referring me to you?

If you have been referred to us, and if the referrer has a current referrer agreement in place with us, then yes we may pay in accordance with that agreement. In general terms, most of our referrers are existing clients or accountants and others within the insurance industry. We will advise you in the *Statement of Advice* ('SOA') who will receive that fee or commission and the amount they will receive.

If we refer you to *Steadfast Life Pty Ltd* for life insurance advice, we will receive one third of all commissions they receive for life insurance that they arrange for you.

How we are remunerated

Unless we tell you otherwise, we will be remunerated by commission from the insurer when you enter into an insurance contract that we arrange (this includes renewal and some variations). We may also charge you a fee.

The commission is a percentage of the premium (excluding government charges, levies and taxes). Some insurers may pay us more than others. The rate of commission can vary between 0% to 30% of the premium according to the type of insurance and cover provided and the way the transaction is arranged.

The commission does not represent our profit as it also reimburses the administrative and other expenses involved in providing our services.

In some cases we may also receive an amount based upon volume or the profitability of insurance placed across our entire portfolio with that insurer over a period of time.

We sometimes pay money to others who refer you to us. These payments are made from the commission and fees you pay us.

Our employees who will assist you with your insurance needs will be paid a market salary.

Please ask us if you would like further information about our remuneration.

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

Lugarno Holdings Pty Ltd utilises a panel of premium funders to provide premium funding services for you and our remuneration is detailed below. We may also be entitled to receive additional remuneration by way of an override payment from certain premium funders, calculated over an agreed period. This payment is paid by the premium funder and not an additional charge to you.

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% to 3% 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 be set out in the premium funding contract.

Lugarno Holdings Pty Ltd also has arrangements in place with selected underwriters whereby if certain criteria are met, an additional commission or profit share payment may be paid at the end of an agreed period. These payments are calculated as a percentage of profit levels achieved and are not dependent alone on sales targets. Please ask us if you would like any further information on any of these arrangements.

Terms of payment

We will invoice you for the premium, statutory charges (e.g. Stamp Duty and GST inclusive etc) and any fees we charge for arranging your insurances. You must pay us within 14 days of the policy inception date or, in the case of a renewal, before the expiry date of the contract of insurance.

If you do not pay the premium on time, the insurer may cancel the contract of insurance and you will not be insured. The insurer may also charge a short term penalty premium for the time on risk.

From when does this FSG apply?

This FSG applies from 3rd of August 2017 and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG which will not replace this FSG but will cover services not already covered by this FSG.

Other benefits

Lugarno Holdings Pty Ltd and its representatives may from time to time receive non-cash benefits. Details of these benefits will be maintained on a register. Any benefits will normally be one-off and will not be received from a product provider on a regular basis. Please ask your Account Manager should you wish to view this register.

WHEN YOU RECEIVE OUR ADVICE Will I receive detailed information about actual commissions and other benefits my adviser gets from making the recommendations?

Yes. You have a right to request further information in relation to the remuneration, the range of amounts or rates of remuneration and soft dollar benefits received by the licensee and/or representative.

Before you commit to accepting any recommendations made to you, you should read the *Statement of Advice* and/or *Product Disclosure Statement (PDS)*. A *Statement of Advice* contains important and comprehensive information relating to the recommendations your adviser is making to you. If you have not been provided with these documents, please contact Westralian Insurance and they will endeavour to provide you with these documents.

Will you provide me with advice which is suited to my needs and circumstances?

Yes, but to do so we need to find out your specific needs and relevant financial situation, as well as make any other enquiries with you to enable us to better service your needs before an informed product recommendation is made to you.

You have the right not to divulge this information to us, if you do not wish to do so. In these circumstances, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully, as this shall specify the scope of the financial product advice being sought.

We will endeavour to provide to you advice that is in your best interest.

Material changes

You must also notify your insurer of any significant changes which occur during the period of insurance. If you do not, your insurances may be inadequate to fully cover you, or you may void your insurance cover by breaching your duty of disclosure.

You may specify how you would like to give us instructions, for example, by email, telephone, fax or other means. But in all cases, we must receive a written confirmation of these instructions.

We can assist you with this, as well as ensure that your contract of insurance is altered to reflect those changes.

What should I know about any risks of the recommendations to me?

Our representative will explain to you any significant risks associated with the recommendations made to you, including the risk of not acting upon recommendations, within time frames specified. If they do not, we recommend you ask them to explain those risks to you.

What information do you maintain in my file and am I able to examine my file?

Lugarno Holdings Pty Ltd will maintain a record of recommendations made and is committed to ensuring the privacy and security of your personal information in accordance with the principles of the *Privacy Amendment (Privacy Sector) Act 2001 (Privacy Act)*.

You have the right to examine the relevant contents of your file.

Please refer to our *Privacy Policy*, a copy of which is available to you upon request or downloadable from our website.

Should you wish to examine your file, please contact our Privacy Officer, Jason Barnes, on (08) 9302 1388 who will make the necessary arrangements to provide you with the relevant information.

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.

SHOULD YOU HAVE ANY COMPLAINTS Who should I speak to if I have a complaint about the advisory service?

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaints about the service provided to you, you should take the following steps:

Complaints can be received via various methods of communication – by post - please address to
Westralian Insurance
Attn: Jason Barnes
PO Box 1724, Wangara WA 6974
Ph – (08) 9302 1388, fax – (08) 9302 2552, email
jason@westralianinsurance.com.au, or in person to a member of staff.
We will endeavour to resolve your complaint quickly and fairly.

Westralian Insurance is a member of the Financial Ombudsman Service (FOS), a free customer service and ASIC approved dispute resolution facility. If we cannot reach a satisfactory resolution, you have the right to refer the matter to FOS. FOS can be contacted via:
Address: Financial Ombudsman Service, Level 12, 717 Bourke Street, Docklands VIC 3008
Mailing address - Financial Ombudsman Service, GPO Box 3, Melbourne, VIC 3001
Ph - 1800 367 287, fax –(03) 9613 6399
Email - info@fos.org.au Website - www.fos.org.au

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

Lugarno Holdings 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.

Cooling off Period

A cooling off period may apply to an insurance policy issued to you as a retail client. During the cooling off period you may return the policy and obtain a refund of premium. Details of your cooling off rights will be included in the relevant *PDS*.

Should you have any further questions or require information, please contact us using the details above.