FINANCIAL SERVICES GUIDE

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

AUTHORISED REPRESENTATIVE: WESTLAWN INSURANCE BROKERS (COFFS) PTY LTD

AR 000414146

CONTACT DETAILS:

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EMAIL ADDRESS	insurecoffs@westlawninsurance.com.au
WEBSITE ADDRESS	www.Westlawn.com.au
DATE OF ISSUE	17/01/2024
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LICENSEE: WESTLAWN INSURANCE BROKERS PTY LTD (Westlawn)

ABN 65 075 647 291

CONTACT DETAILS:

POSTAL ADDRESS	PO Box 412, GRAFTON, NSW, 2460
STREET ADDRESS	22 Queen St, GRAFTON, NSW, 2460
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AFS LICENCE NUMBER	246520

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.

LACK OF INDEPENDENCE

Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you

We, are not independent, impartial, or unbiased pursuant to section 923A of the *Corporations Act* because:

- 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 (PDS)

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 **17/01/2024** and remains valid unless a further FSG is issued to replace it. We may supply you with a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.
How can I instruct you?	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.
Who is responsible for the financial services provided?	**Westlawn** is responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of the FSG. holds a current financial services licence no. 246520. The contact details for **Westlawn** 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 relate to?	**Westlawn** is authorised to **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.
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, 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 any decision 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.
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 II examine my file?	We maintain a record of your personal profile, including details of insurance policies that we arrange 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 Westlawn.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, 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. 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. If we provide you with claims handling and settling services, we will inform you of any fees, commission or other payments that we, or our associates will receive in relation to the claims and settling services that are provided.
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% x P** In this formula: X = our commission Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 30%. P = the amount you pay for any insurance policy (less any government fees or charges included in that amount). Our employees that will assist you with your insurance needs will be paid a market salary. 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?	Westlawn Insurance Brokers Pty Ltd is a Steadfast (**Steadfast**) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (**Partners**) under which Steadfast will receive between 0.5 – 2.5% 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 changes). If you instruct us to arrange or issue a product, this is when we become entitled to the commission. **Other Associations and Memberships** We may receive profit share payments from Allianz, QBE and Zurich at the end of the financial year based upon the annual overall performance of business placed with them. Westlawn Insurance Brokers Pty Ltd is a subsidiary of Westlawn Finance Limited who may provide premium funding services. These services are provided under normal premium funding commercial arrangements with commission rates in the range of 0% to 3%.
What should I do if I have a complaint?	If you make a complaint regarding our services, we will do everything we can to try to resolve it as quickly and as fairly as possible. **Registration – Stage 1** You can register your complaint by contacting us as follows: By phone: (02) 6642 0488 By email: mandym@westlawninsurance.com.au In writing to: PO Box 412, GRAFTON, NSW, 2460 We will acknowledge your complaint within two (2) business days and advise you if we require any additional information or investigations to progress the resolution of your complaint; we will also advise you who will be managing your complaint. **Internal Complaint Resolution – Stage 2** When we have received any additional information or investigation details requested, we will respond in writing within ten (10) business days with our proposed resolution. **Internal Dispute Resolution – Stage 3** If you are still unsatisfied, you can request your complaint be referred to the underwriter's complaints review committee for a formal final review. The underwriter will respond with their final review resolution within ten (10) business days.

	External Dispute Resolution – Stage 4 If we have been unable to resolve your complaint within thirty (30) business days of the date we received any additional information or investigations we requested to resolve your complaint, you can lodge your complaint with the Australian Financial Complaints Authority ('AFCA') depending on eligibility related to your policy. AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA directly and they will advise if your complaint falls within the AFCA Rules. You can contact AFCA: By visiting: www.afca.org.au By email: info@afca.org.au By phone: 1800 931 678 (free call) In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC, 3001 *As your Broker, we will continue to provide guidance and assistance as your representative through the entire complaints process, to the full extent permitted by the law.*
What arrangements do you have in place to compensate clients for losses?	**Westlawn** has a professional indemnity insurance policy (PI policy) in place. The PI policy covers us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees 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. This policy satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.
Any questions?	If you have any further questions about the financial services provided, please contact us. Please retain this document for your reference and any future dealings with **Westlawn**