



Financial Services Guide

This Financial Services Guide contains important information you should know. It is a guide designed to assist you in your decision whether to use any of the services we offer.

It explains...

- Who we are and how you can do business with us
- Who do we act for
- The financial services we are authorised to provide and who the financial products and services relate
- Type of advice given and disclosure documentation you may receive and what we expect from you
- Coverage period for this FSG
- How we and our associates are paid and how you pay for services we provide
- Premium Funding arrangements
- Privacy Policy & Personal records we hold
- Cooling off provisions - Compensation Contact Agreement
- Our internal and external disputes resolution procedures and how you can access them

Who we are & how you can do business with us

We are a General Insurance Brokerage. Ian Jones Insurance Brokers Pty Limited holds a current Australian Financial Services License no 236784.

You can give us instructions by post, telephone, fax or email. In some cases, however we will require written confirmation and will require the return of certain documentation and forms to be completed. The contact details for Ian Jones Insurance Brokers are outlined on page 18 of this FSG.

Our Services

We offer a range of services to assist you in protecting 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

Who do we act for

We usually act on your behalf and in your best interests in all matters. 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 for you.

Ian Jones Insurance Brokers Pty Limited 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.

Type of advice given & disclosure documentation you may receive & what we expect from you

You may not in all cases receive tailored advice.

However, we may need information about your personal objectives, details of your current financial situation and any other 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 for the details that we need to know to do this.

In some cases we will not ask any of this information. If we do not ask, or if you do not give us all the information we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation. In these situations the advice we give you will be classed as General Advice.

Retail clients

Under the Corporations Act 2001 (The Act) Retail Clients are provided with additional protection from other clients.

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 cover but not limited to motor vehicle, home building and contents, sickness & accident, travel 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 and you should consider the appropriateness of the advice to your circumstances prior to acting upon it. We will provide you with 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), which 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 a 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.

Statement of advice

You will receive a statement of advice (SOA) whenever we provide you with advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, which will enable you to make an informed decision about your insurance needs.

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 give you a Product Disclosure Statement (PDS) at the time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

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 from the insurer. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

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

WHAT WE EXPECT FROM YOU

To enable us to provide the right 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.

THE FINANCIAL SERVICES WE ARE AUTHORISED TO PROVIDE AND WHO THE FINANCIAL PRODUCTS AND RELATE

Ian Jones Insurance Brokers Pty Limited is authorised to advise and deal in general insurance products to wholesale and retail clients. We do this for you as your brokers unless we tell you otherwise.

We can advise and arrange a broad range of insurance on your behalf including (but not limited to):

- Public & Product Liability
- Business Packages
- Trade Person Packages
- Commercial Motor & Fleet
- Farm & Rural Insurance
- Professional Risks Indemnity
- Marine & Pleasure Craft
- Home & Contents.

Coverage period for the FSG

This FSG applies from 1st November, 2020 and remains valid unless a further FSG is issued to replace it.

We may give you a supplementary FSG which will cover regulatory changes and amendments not covered in this FSG which may be introduced past the date of this FSG being printed or issued.

How we & our associates are paid

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 renewals and endorsements). We may 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 and you are required to pay us within the time set out on the invoice.

We will agree with you beforehand if we intend to retain any of the commission paid by the insurer or any fee paid by you if the relevant policy is cancelled before the period of insurance ends. We retain the interest on any premiums paid by you that are held in our trust account before paying the insurer.

The commission is a percentage of the premium (excluding government charges, levies and taxes) and some insurers may pay us more than others. The rate of commission can vary 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.

Ian Jones Insurance Brokers Pty Limited is a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 – 1.0 % commission for each product arranged by us with those insurers. These payments are used to operate Steadfast.

Depending on the operating costs of Steadfast (including the costs of member services provided by Steadfast to us and other Steadfast shareholders) and the amount of total business we place with the participating insurers in any financial year, we may receive a proportion of that commission at the end of each financial year.

As a shareholder of Steadfast we have access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, group insurance arrangements, banking, recruitment advice and assistance, product comparison, placement support, group purchasing arrangements and claims support.

These member services are either funded by Steadfast, subsidised by Steadfast or available exclusively to shareholders for a fee.

You may obtain a copy of Steadfast FSG on line at www.steadfast.com.au

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

Your insurance adviser is paid a salary.

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

PREMIUM FUNDING ARRANGEMENTS

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 / funded premium). If you instruct us to arrange premium funding then we become entitled to receive commission from the premium funder.

PRIVACY POLICY AND HOW PERSONAL RECORDS ARE HELD

The Federal Privacy Act 2000 sets out standards for the collection and management of personal information.

With your consent, we only use your personal information for general insurance services. We maintain a record of your personal profile, including details of insurance policies that we arrange or issue for you. We also maintain records of 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.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. Our privacy policy is included at the end of this FSG.

If you wish to look at your file please ask us. We will make arrangements for you to do so.

Cooling off provisions

All retail products are subject to a 14 day 'cooling off period'.

This means that if you are not happy with the product, you have 14 days to withdraw from the contract. Please refer to our cancellation clause on your policy documentation.

Compensation

Ian Jones Insurance Brokers Pty Limited has a professional indemnity policy in place this policy covers us and our employees. The professional indemnity policy covers us and our employees for claims made against us and our employees by clients as a result of professional wrongful or erroneous advice given by us or our employees in the provision of financial services. The policy extends to cover us for work done for us by employees after they cease to work for us and satisfies the requirements for compensation arrangements under Section 912B of the Act.

Contact agreement

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

Opting out

If we send you any information about services or products provided by us our related companies or other information and should you choose not to receive this information you may opt out by calling our Newcastle office on 02 4910 3900 and your request will be noted on your file.

OUR INTERNAL AND EXTERNAL DISPUTE RESOLUTION PROCEDURES AND HOW CAN YOU ACCESS THEM

Ian Jones Insurance Brokers Pty Limited is a member of the Australian Financial Complaints Authority (AFCA).

The AFCA can be contacted by:

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

IF YOU SHOULD HAVE A COMPLAINT

The first Steps to take if you do have a complaint.

- 1.** Please contact either your accounts manager or one of our staff members about your complaint. We will do our best to resolve it quickly.
- 2.** If your complaint is not resolved satisfactorily within 48 hours, please contact our complaints officer or put your complaint in writing and send it to Ian Jones Insurance Brokers address on page 18 of this FSG. We will endeavour to resolve your complaint quickly and fairly.

3. If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to FOS.

If you have any further questions about the financial services Ian Jones Insurance Brokers Pty Limited provides, please contact us. Please retain this document for your reference and any future dealings with Ian Jones Insurance Brokers Pty Limited.

We will respond to your query or complaint as soon as possible and will try to resolve any complaint within 5 working days. If this is not possible, we will contact you within that time to let you know how long we estimate that it will take to resolve your complaints. Any unresolved complaints should be referred to the FOS.

We also follow the Insurance Brokers Code of Practice.

Our privacy policy

We are covered by the Federal Privacy Act and its National Privacy Policy Principles (NPP's), which set out standards for the collection, use, disclosure and handling of personal information.

Personal information is essentially information or an opinion about a living individual whose identity is apparent or can reasonably be ascertained from the information or opinion (e.g. a name and address).

Our Privacy Policy applies to any personal information we collect, use or disclose after 21 December 2001. It does not apply to our employee records.

How & why we collect personal information

We collect personal information either directly for relevant individuals' or indirectly from third parties.

For example, an insured may not only provide us with information on themselves for the purpose of obtaining our services but also on other insureds who they represent. We may also obtain personal information from past insureds, witnesses to claims, health care workers and public available sources etc.

We collect personal information to be able to provide our various services. These include, insurance broking, claims management, other forms of insurance services (including underwriting and reinsurance).

How we use & disclose personal information

We do not use or disclose personal information for any purpose that is unrelated to our services and that you would not reasonably expect (except with your consent).

We have a duty to maintain the confidentiality of our clients' affairs, including Personal information. Our duty of confidentiality applies except where disclosure of your personal information is with your consent or compelled by law.

We usually disclose personal information to third parties who assist us or are involved in the provision of our services.

If the required personal information is not provided, we or any involved third parties may not be able to provide appropriate services.

For example, in arranging and managing your insurance needs we may provide information to insurers, reinsurers, other insurance intermediaries, insurance reference bureaus, our advisers such as loss adjusters, lawyers and accountants, and others involved in the claims handling process. We take reasonable steps to ensure that your personal information is accurate, complete, and up to date whenever we collect or use or disclose it.

How to contact us

If you wish to gain access to your private information, or you want us to correct or update it, or you have complaint about a breach of your privacy, or any other query relating to our Privacy Policy, contact our Privacy Policy Officer during business hours.

Telephone: 02 4910 3900

Facsimile : 02 4929 2727

Mail: PO Box 847 Newcastle NSW 2300

Email: info@ianjonesinsurance.com.au

What we expect of you & third parties we deal with

When you provide us with personal information about other individuals, we rely on you to have made them aware that you will or may provide their information to us, the purpose we use it for, the types of third parties we disclose it to and how they can access it (as described in this document).

If it is sensitive information we rely on you to have obtained their consent to the above.

If you have not done either of these things, you must tell us before you provide the relevant information.

If we give you personal information, you and your representatives must only use it for the purpose we agreed to.

Where relevant, you must meet the requirements of the National Privacy Principles set out in the Privacy Act 1988, when collecting, using, disclosing and handling personal information on our behalf.

You must also ensure that your agents, employees and contractors meet the above requirements.



Security of your personal information

We endeavour to protect any personal information that we hold from misuse and loss, and to protect it from unauthorised access, modification and disclosure.

For example - We maintain physical security over our paper and electronic data stores and premises, such as locks and security systems. We use firewalls (security measures for our internet) and other security systems such as user identifiers and passwords to control access to computer systems.

Transfer of information overseas

We may transfer your personal information overseas where it is necessary to provide our service. For example, we sometimes use the internet to collect and process information. In addition, some insurers or reinsurers are based overseas and we need to provide your personal information to them to arrange your cover. In most cases, we only do this with your consent.

Our website

Web sites are a great benefit and value to some businesses however if you are looking into insurance for your business over the Internet we would advise that personal service is the only way to ensure that you are adequately and correctly protected. We care about your business far too much to simply give you a quote over the internet. In reality insurance can be far too complex to achieve a positive result – particularly if you wish to ensure the correct cover and policy.

We will come to visit you to make sure that the advice and service is fitting with your business for Retail and Wholesale Insurance: Public & Product Liability, Trades Person Packages, Commercial Motor & Fleet, Machinery, Farm Insurance, Professional Risks Indemnity, Marine & Pleasure Craft, Home & Contents and more.

A copy of this FSG and our Privacy Policy can be viewed and downloaded from our website:

www.ianjonesinsurance.com.au

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The financial services referred to in this
Financial Services Guide (FSG) are offered by:
Ian Jones Insurance Brokers Pty Limited
ABN 72 090 167 285
A.F.S. Lic No 236784

Ground Floor, 97 Scott Street
Newcastle NSW 2300
T: 02 4910 3900
E: info@ianjonesinsurance.com.au

ianjonesinsurance.com.au