

FINANCIAL SERVICES GUIDE

The financial services referred to in this Financial Services Guide (FSG) are offered by:

Bluebook Insurance Brokers Pty Ltd ("Bluebook", "us", "we", "our") ABN 18 623 039 707 Australian Financial Services Licensee (AFSL) No. 509657.

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Phone: 1300 BLUEBOOK or +61 7 3052 8000

Email: info@bluebook.com.au

Website: www.bluebook.com.au

The 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

From when does this FSG apply?

This FSG applies from the issue date 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 instructions by post, phone or email on the contact number or details mentioned on the front page of this FSG or visit our website.

Who is responsible for the financial services provided?

Bluebook 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.

Bluebook holds a current AFSL no. 509657.

Why we are NOT Independent:

s923A of the Corporations Act sets out when you can use the term independent or unbiased to describe your business.

There are two/three key reasons why we cannot say we are independent.

- When we arrange insurance products for you, we may receive a commission from the insurer.
- Our representatives may recommend financial products to you that we have a financial or commercial interest in as the issuer of the product. Details can be found in this FSG under relationships and associations.
- We may receive financial benefits or soft dollar arrangements from other financial services licensees. Details of these can be provided on request. These may include commissions or other gifts or benefits.

What other disclosure documents will I receive from Bluebook:

1. Statement Of Advice

If we provide you (a retail client) with tailored advice on a sickness or accident policy, you will receive a Statement of Advice (SOA) from us. The SOA will set out any personal advice we have given you, the basis of that advice, details of fees and remuneration and any interests that we are required to disclose to you.

When we provide you with tailored advice on other general insurance products we are not required to and will generally not provide you with A Statement of Advice.

2. 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) or short-form, unless you already have an up to date PDS or short-form PDS from the insurer. The PDS or short form PDS will contain information about the particular policy, which will enable you to make an informed decision about purchasing that policy.

Approved Product Providers

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.

What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?

Bluebook is authorised to advise and deal in general insurance products. In our role as your broker, we can:

- Identify, analyse and assess your insurance needs;
- Structure programs to meet your insurance needs based on our market/product knowledge and experience;
- Arrange, renew and amend insurance contracts on your behalf;
- Provide claims and loss management and advice and or assistance, and
- Offer premium-funding product(s) on behalf of premium funder(s).

There is a wide range of insurance policies we can arrange. These include, but are not limited to, the following insurance policies for retail clients and small businesses:

- Motor vehicle insurance;
- Home building and Home contents insurance;
- Sickness and accident insurance; and
- Travel insurance:

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.

Acting for insurers

We do not act for any insurers.

What information do you maintain in my file and can I examine my file?

We will 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 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.

Bluebook is committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. We have adopted the principles set out in the Privacy Act 1988 as part of our commitment to maintain client confidentiality in the collection, use, disclosure or handling of personal information. A copy of our privacy policy is available on request.

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 of premium owed to you as a result of a cancellation or alteration to a policy, we will retain any fee we have charged you and may charge an administrative fee for processing the change and or retain commission depending on our arrangements with the insurer.

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: $X = Y\% \times P$

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer.

Our commission varies between 0% and 26%.

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 shown on our tax invoice.

Occasionally we may pay commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our income commission or fees (not in addition to those amounts), in the range of 0% to 30% of our commission or fees.

Our employee 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.

Important Information about insurance premium funding

Bluebook acts as an agent for its panel of approved funders when offering and arranging premium funding for you.

If we arrange premium funding we may be paid a commission. 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). 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 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 can be set out in the premium-funding contract.

Non-Monetary Benefits/Soft dollar disclosure

Sometimes we may receive certain 'benefits' from product issuers and funders (such as training services and subsidies, conferences, software, tickets to sporting events, concerts, movies, meals or Christmas gifts).

A gift register is maintained of all material items. All gifts and benefits are received by the company and not by any particular individual.

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

Bluebook is a Steadfast Group Limited (Steadfast) ABN 98 073 659 677 AFSL No. 254928 Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (Partners) under which Steadfast may receive between 0.5 – 1.5% commission for each product arranged by us with those Partners. Steadfast is also a shareholder of some Partners.

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 the Steadfast FSG at www.steadfast.com.au

Bluebook may refer clients to Steadfast Life Pty Ltd ABN: 81 111 380 388 for assistance with life or superannuation enquiries. If we do so, as a Steadfast Network Broker, we may receive commission of up to 25% on premiums paid to Steadfast Life.

Network Insurance Group ABN: 20 000 669 778 (NIG) is a shareholder of Bluebook Insurance Brokers. Steadfast is the majority shareholder of NIG. Steadfast and NIG will indirectly earn revenue from any business placed via Bluebook through profit distributions.

The owners of Bluebook have a financial interest in Stand Underwriting Pty Ltd ABN: 95 640 877 943 (Stand). If your business is placed with Stand, then the owners of Bluebook may receive a benefit by way of a profit share or dividend income from Stand.

Bluebook may refer client matters to our in-house legal staff, provided by appropriately qualified employees of Bluebook. Bluebook may receive fees for the services it provides, which may be separate to any insurance fees and commissions that it has been paid. All fees and commissions will be disclosed prior to any service being provided to you. The services provided do not constitute financial advice and should not be used as such. Financial advice should be sought separately from this advice. Liability limited by a scheme approved under professional standards legislation. The cover is separate to any professional indemnity insurance cover in place for Bluebook.

Is there a cooling-off period under my policy?

Retail clients have a minimum 14-day cooling-off period on the issue of most insurance policies. The cooling-off period starts at the earlier of time of confirmation, or at the end of 5 business days after the product is issued.

Further information of your rights under the cooling-off provisions to return the policy and to receive a refund will be included in any relevant Product Disclosure Statement. The rights may be exercised by notifying your insurer in writing or via email.

What should I do if I have a complaint?

Contact your broker and tell us about your complaint. We will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 2 days, please contact **Jon Wood** on **+61 7 3052 8000** or put your complaint in writing and either email it to:

info@bluebook.com.au; or

GPO Box 1426 BRISBANE QLD 4001.

We will try and resolve your complaint quickly and fairly.

Bluebook is a member of the Australian Financial Complaints Authority (AFCA). If after 45 days your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to AFCA. AFCA can be contacted in writing at:

GPO Box 3 Melbourne VIC 3001

Phone: 1800 931 678

Fax: +61 3 9613 6399

Email: info@afca.org.au

Website: www.afca.org.au

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

Bluebook has a professional indemnity insurance policy (PI policy) in place, via Steadfast.

The PI policy covers us and our past and present 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.

Any questions?

If you have any further questions about the financial services Bluebook provides, please contact us and retain this important document for your reference and any future dealings with Bluebook.