

**FINANCIAL SERVICES GUIDE (FSG)**  
**Experien General Insurance Services Pty Ltd**  
**trading as Experien Insurance Services**

**Australian Financial Services Licence No: 430190**  
**ABN: 77 151 269 279**

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This FSG applies from 31 Aug 2020

## THE PURPOSE OF THIS GUIDE

This FSG is designed to assist you in deciding whether to use any of our services and contains important information about:

- The services we offer you
- How we and our associates are paid
- Any potential conflicts of interest we may have
- What to do in the event of a complaint

## RESPONSIBILITY FOR SERVICES PROVIDED

We hold an Australian Financial Services Licence and are authorised to advise and deal in the full spectrum of general insurance products.

We are responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG.

We are required to meet high standards for staff training, organisational competence, management expertise, financial control, and compliance disciplines.

## WHO DO WE ACT FOR

We usually act on your behalf and in your 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 to you.

## OUR SERVICES

We offer a range of services to assist you to protect 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

## HOW TO CONTACT US

You are able to contact us by phone, in writing, by fax, email or in person.

## OUR PRODUCTS

We can advise and arrange a broad range of insurances on your behalf but we specialise in the business insurance needs of doctors, dentists and other allied health professionals.

## 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 covers: Motor vehicle, home building, contents, personal and domestic, sickness/accident/travel, consumer credit, individual medical indemnity insurance, 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 this advice to your circumstances prior to acting upon it. We will provide you with a General Advice Warning in such cases.

If you are a new Retail Client and obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will give you a Statement of Advice (SOA), that sets out the advice provided and the basis on which the advice is made and our remuneration should you purchase the product. 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 at that time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

## 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.

## PERSONAL INFORMATION

We only use your personal information for the purpose for which it was provided to us, related purposes and as permitted by law. Such purposes include providing you with marketing information regarding other products and services (of ours or of a third party) which we believe may be of interest to you.

## COMPLAINTS

Clients not satisfied with our services should contact our Complaints Officer. We expect that our procedures will provide a fair and prompt resolution to your complaint. If, however, you're not satisfied with our final decision or if we haven't been able to resolve the complaint to your satisfaction within 45 days, you may be able to take the complaint to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free for consumers. You can contact the AFCA by 1800 931 678 (free call), [info@afca.org.au](mailto:info@afca.org.au) or at [www.afca.org.au](http://www.afca.org.au).

## COMPENSATION

We hold a Professional Indemnity Policy. This policy is designed to pay claims by Third Parties (including our clients) arising out of our Professional Negligence. The policy extends to cover us for work done for us by representatives/employees after they cease to work for us and satisfies the requirements for compensation arrangements under Section 9128 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 and services.

If you do not wish to receive such calls please advise us and we will place you on our Do Not Call Register.

You agree that we may provide you with our advice and invoices by email. We will provide our FSG, Privacy Statement and any Product Disclosure Documents by email or as an Internet link for you to access online.

## OUR SOURCES OF INCOME

When placing your insurance we usually receive a commission from the insurer. The amount varies between 0% and 26.5% of the base premium you pay. Where a policy is canceled before the period of insurance has ended we will usually retain the commission on any return premium involved.

If you are a Retail Client and we give you Personal Advice, commission amounts will be provided in any SOA or (where an SOA is not required to be provided) included on any relevant invoices. When we give you General Advice, full commission information (including dollar amounts) will be provided on request.

We have a set of standard non-refundable Broker Fees that we charge you for services such as:

- Market research on products available.
- Assessing the claims paying ability of insurers.
- Sourcing alternative quotations and coverage.
- Risk analysis and portfolio co-ordination.

All fees payable for our services will be advised to you at the time of providing the advice or service.

We may receive additional remuneration from Insurers with whom we have profit share or volume bonus arrangements. This remuneration is payable if we meet certain agreed sales and/or profitability targets set by the insurer. If we have profit share arrangements with an insurer that apply to a product we recommend to you, we will advise you of this at the time of making any such recommendation if the amount involved is material.

We retain the interest on premiums paid by you that are held in our trust account before paying the insurer.

If you pay by credit card we may charge you a credit card fee, which is disclosed and shown separately on our invoices, they are non-refundable. This fee covers the cost of bank charges etc. associated with such facilities.

Premium funding products enable you to pay your premiums by instalments. Premium funders do charge interest. We can arrange premium funding if you require it. We may receive a commission based on a percentage of the premium from the premium Funder for doing so. We will tell you the basis and amount of any such payment if you :

## HOW OUR REPRESENTATIVES ARE PAID

Our representatives receive a fixed salary and a maximum of 27.5% of the commission and any broker fee that we earn on each policy. They may also receive bonuses payable based on the overall performance of our business.

If a person or business has referred you to us, we may pay them a part of any fees or commission received, or in some cases a pre-agreed flat amount.

Employees of BOQ Specialists Limited that refer business to us receive a referral fee, generally not exceeding \$300 per policy.

If you are a Retail Client and receive Personal Advice full remuneration details will be disclosed in the SOA or invoices related to the advice.

## CONFLICTS OF INTEREST

As a business we have relationships with and receive income from various third parties as detailed in this FSG. For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you. All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice.

Some shareholders of Experien General Insurance Services Pty Ltd (EGIS) are also shareholders in Tego Insurance Pty Ltd (Tego) and may receive dividends from Tego. Tego is an underwriting agency which provides insurance products to insurance brokers within Australia. Where appropriate for our client's needs, EGIS may recommend products from Tego. If we provide Personal Advice and recommend an insurance product from Tego we will also disclose this in the SOA or invoice.

## LIFE INSURANCE AND FINANCIAL PLANNING SERVICES

These services are provided by our associated company. Please refer to the separate FSG in relation to these services.

## AUSTBROKERS

We are also a member of the Austbrokers Network of insurance brokers.

AUB Group Limited (ABN 60 000 000 715) (AUB) is the sole shareholder of Austbrokers Member Services Pty Ltd ACN 123 717 653 (AMS), a company that provides marketing, distribution and training services to members of Austbrokers. Some insurers pay a commission to AMS on selected products arranged by members of Austbrokers, being an agreed percentage of the base premium (before government fees or charges). Different insurers may pay different commission rates to AMS.

This money funds the provision of AMS services to Austbrokers members. We and other Austbrokers members benefit from this support and it helps ensure we can continue to provide you with our extensive range of services. Austbrokers members may also be entitled to share in any excess of the commission received by AMS in any one annual period (if any) after deduction of all relevant AMS costs and expenses in providing its services in that period.

The Commission referred to above comprises an amount paid to us for our services based on a percentage of the insurer's base premium. It also includes a commission of up to 1.5% of the base premium paid to AMS. AMS provides marketing, distribution and training services to members of Austbrokers and we may be entitled to share in any excess of its commission each year after deduction of its relevant costs and expenses in that period.



# Payment Option Instructions

## Experien General Insurance Services Pty Ltd



### INTERNET

Pay over the Internet from your credit card at [www.deft.com.au](http://www.deft.com.au)

Experien General Insurance Services Pty Ltd accepts, MasterCard, Visa, American Express & Diners Club Cards.

Payments by credit card will attract a surcharge of 1.5% for MasterCard and Visa, 3.3% for American Express and 3.773% for Diners Club.



### TELEPHONE

Pay by phone from your credit card. Call 1300 781 145 to make a payment.

Experien General Insurance Services Pty Ltd accepts, MasterCard, Visa, American Express & Diners Club Cards.

The phone payment line is a 24-hour service. Calls are charged at the cost of a local call (mobiles extra).



### BPAY

Contact your participating bank, credit union or building society to make payment directly from your cheque or savings account. You will be required to enter the Biller Code and BPAY reference number as detailed on the front of your invoice.

Sydney Melbourne Brisbane Perth Adelaide

GPO Box 2710 Sydney NSW 2001 | T 1300 796 577 | F 1300 883 103 | [www.experien.com.au](http://www.experien.com.au)

Life insurance and Financial Advice services are provided by Experien Insurance Services Pty Ltd (EIS) ABN 99 128 678 937 and Experien Financial Services Pty Ltd (EFS) ABN 32 631 346 757. EIS and EFS are a Corporate Authorised Representative (No. 320626 and No. 1274354) of Affinia Financial Advisers Limited ABN 13 085 335 397 AFSL No. 237857.

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**EXPERIEN**  
INSURANCE SERVICES