



## Financial Services Guide

The financial services referred to in this financial services guide (FSG) are offered by PSC Coast Wide Insurance Brokers (PSC COASTWIDE) (ABN 82 010 342 980).

Our contact details are:

- Address: Suite 2, 47 Ashmore Road, Bundall, QLD
- Telephone: (07) 5539 0088
- Email: info@pscocoastwide.com.au.

PSC COASTWIDE is the trading name of Deskhaven Pty Ltd which holds a current Australian Financial Services Licence No: 247417. PSC COASTWIDE is responsible for the financial services provided to you and for the content and distribution of this FSG.

**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 that are 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**

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.



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<b>From when does this FSG apply?</b>	This FSG applies from 1 June 2018 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.
<b>How can I instruct you?</b>	You can contact us to give us instructions by post, phone or email on the contact number or details mentioned on page 1 of this FSG.
<b>Who is responsible for the financial services provided?</b>	<p>PSC COASTWIDE 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.</p> <p>PSC COASTWIDE is the trading name of Deskhaven Pty Ltd which holds a current Australian Financial Services Licensee no: 247417. The contact details for PSC COASTWIDE are on the front of this FSG.</p>
<b>What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?</b>	<p>PSC COASTWIDE is authorised to advise and deal in general insurance products to wholesale and retail clients (see definition of retail client on page 5). We will do this on your behalf as your broker unless we tell you otherwise.</p> <p>Sometimes we will act under a binder or agency we have from an insurer. When we act under a binder or agency, we will be acting as the agent of the insurer. This means that we represent and act for the insurer, not for you. We will tell you when we act under a binder or agency to arrange your insurance or advise you about your insurance needs.</p>
<b>Will I receive tailored advice?</b>	<p>Maybe not in all cases.</p> <p>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. We will ask you for the details that we need to know.</p> <p>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.</p> <p>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.</p>
<b>What information do you maintain in my file and can I examine my file?</b>	<p>PSC COASTWIDE maintains a record of your personal profile, including details of insurance policies that we arrange or issue 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.</p> <p>We are committed to ensuring the privacy and security of your personal information. PSC COASTWIDE is part of the PSC Insurance Group which, has a standard privacy policy that applies to all group entities. This is available on request. A copy is also available on PSC Insurance Group website <a href="http://www.pscinsurance.com.au">www.pscinsurance.com.au</a>.</p> <p>If you wish to look at your file please ask us. We will arrange for you to do so.</p>
<b>How will I pay for the services provided?</b>	For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. PSC COASTWIDE often receives a payment based on a percentage of this premium (excluding relevant taxes, charges and

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levies) called commission, which is paid to PSC COASTWIDE by the insurers. In some cases, you will also be charged a fee. Which will be shown on the invoice that is sent to you.

You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay PSC COASTWIDE within the time set out on the invoice.

When you pay us your premium it will be banked into PSC COASTWIDE's trust account. We will 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 may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

If there is a refund of premium owed to you because of a cancellation or alteration to a policy, we will retain any fee we have charged you. We may also retain our commission from any premium that is refunded to you by an insurer. We will deduct any unpaid fee or retained commission from the refunded premium before sending the difference to you.

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**How are any commissions, fees or other benefits calculated for providing the financial services?**

PSC COASTWIDE's commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = PSC COASTWIDE's commission

Y% = the percentage commission paid to PSC COASTWIDE 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).

Any fees that we charge you will be:

- An administration fee in addition to commission when you enter into an insurance policy.
- A flat fee for arranging an insurance policy or a fee based upon the time we spend advising you.
- An annual management fee.

We do not often pay any 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 commission or fees (not in addition to those amounts), in the range of 0% to 25% of our commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary that may include bonuses based on performance criteria.

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.

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

### **PSC Insurance Group**

PSC COASTWIDE is a member of the PSC Insurance Group which is a group of related financial services businesses. The businesses operated in the group include insurance broking, underwriting agencies (on behalf of local and overseas insurers) and claims administration.

PSC Insurance Group's underwriting agencies focus on delivering niche industry products. These businesses trade under the names of Breeze Underwriting (Aust) Pty Ltd, Medisure Indemnity Pty Ltd, PSC NFIB Markets Pty Ltd t/as Skyline Underwriting, Chase Underwriting Pty Ltd, Carroll & Partners Ltd t/as Carroll Holman Insurance Brokers, Carvan Pty Ltd t/as Camper Insurance and Carvan Insurance, and Online Insurance Brokers Pty Ltd.

In addition to these entities, the PSC Insurance Group includes Certus Life Pty Ltd, a life insurance broking business and PSC Workers Compensation and Consulting Pty Ltd, a workers' compensation insurance consulting business.

These businesses operate separately from the PSC COASTWIDE broking business although they are related companies. We will inform you if your insurances are placed through one of these entities or we recommend or engage any of these entities to provide services to you.

PSC Insurance Group has an interest in Johns Lyng Group Limited, a publicly listed commercial building rectification business that operates predominantly within the insurance sector. In the event of a property claim, PSC COASTWIDE may engage the services of Johns Lyng Group Limited to mitigate damage or effect repairs on behalf of the insurer.

### **Steadfast**

PSC COASTWIDE 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 1 - 4% commissions for each product arranged by PSC COASTWIDE with those Partners. Steadfast is also a shareholder of some Partners.

PSC COASTWIDE 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](http://www.steadfast.com.au).

### **Premium funders**

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

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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 4% 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.

#### **Profit share arrangements**

We may, from some insurers, receive profit share payments at the end of a financial year based upon the overall performance of the portfolio of business placed with them. We do not pass on any profit share received by us to employees as a bonus/profit share.

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#### **What should I do if I have a complaint?**

1. Contact us and tell us about your complaint. We will do our best to resolve it quickly.
  2. If your complaint is not satisfactorily resolved within 24 hours, please contact our Complaints Manager on 1300 949834 or put your complaint in writing and send it to the Complaints Manager PO Box 577 East Melbourne, Vic 8002. We will try to resolve your complaint quickly and fairly.
  3. Deskhaven Pty Ltd is a member of Financial Ombudsman Service Limited (**FOS**) (from 1 July 2018 to be Australian Financial Complaints Authority (**AFCA**)). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to FOS who can be contacted on 1800 367287.
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#### **What arrangements are in place to compensate clients for losses?**

PSC Insurance Group has professional indemnity insurance policy (**PI policy**) in place.

This PI policy covers PSC COASTWIDE and its representatives (including authorised representatives) for claims made against them by clients as a result of their conduct in the provision of financial services. The PI policy will cover us for claims relating to the conduct of former representatives who no longer work for PSC COASTWIDE and satisfies the requirements for compensation arrangements under Section 912B of The Act.

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#### **Who is a retail client**

A retail client is:

- An individuals, a manufacturing business employing less than 100 people or any other business employing less than 20 people,
- For any motor vehicle, home building, home contents, personal and domestic property, sickness/accident/travel, consumer credit or medical indemnity policy acquired by the client.

Some of the information in this FSG only applies to retail clients.

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#### **Any questions?**

If you have any further questions about the financial services we provide, please contact us.

Please retain this document for your reference and any future dealings with PSC COASTWIDE.

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