

A guide to our relationship with you and others.

Financial Services Guide

provided by:

H & L Lewis Pty. Limited T/as

L & B LEWIS INSURANCE BROKERS

Our ABN is 31 001 293 447

Our Australian Financial Service Licence number is 238023

This guide contains important information about:

- *the services we offer you*
- *how we and our associates are paid*
- *any potential conflict of interest we may have*
- *our internal and external dispute resolution procedures and how you can access them*

It is an important document. Please read it carefully and keep it in a safe place.

*If you are a retail client and we **agree** to give you personal advice we will provide you with a **Statement of Advice**. This will contain our advice, the basis of our advice, and information on any remuneration, associations or other interests which might reasonably have influenced us in giving our advice.*

*If you are a retail client and we arrange an insurance policy for you, or if we recommend you buy a particular insurance policy, we will give you a **Product Disclosure Statement** when required. It is prepared by the insurer and is designed to give you important information on the policy.*

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What kinds of financial services are we authorised to provide and what kinds of Financial Product/s do those services relate to?

We are able to provide financial product advice (personal and general) and deal in general insurance products.

There are a wide range of insurance policies we can arrange.

These include, but are not limited to, the following insurance policies for retail clients:

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

We are authorised to provide you with personal advice as to the suitability of general insurance policies to meet your particular needs.

We will agree with you when this service is to be provided and what the scope of our personal advice will be. Before we provide any personal advice we will need to undertake a needs analysis so we can provide you with appropriate advice. We will also provide you with a Statement of Advice confirming our advice along with other relevant information on it.

The other services we can provide are:

- general advice services– this is where we provide advice on an insurance product which is not based on our consideration of your personal needs. We will tell you when this is the case; and
- dealing services – this is the service of arranging insurance policies, whether on your behalf or the insurer's. In doing so we can provide factual information about insurance policies such as:
 - the nature of insurance policies;
 - the coverage of an insurance policy;
 - options available under an insurance policy; and
 - the premium payable and payment options.

Who do we act for?

As an Insurance Broker we normally act for you. We may enter into an agreement with an insurer to arrange insurance policies on their behalf and not on your behalf. If we are given a binding authority from the insurer, this means we can enter into insurance policies and/or handle or settle claims on their behalf. We will inform you when we act for the insurer and not for you.

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Do we have any relationships or associations with product issuers or any other material relationships which might reasonably influence us?

Other than the agency relationships noted above, we do not have any association or relationship with a product issuer which might reasonably influence us in providing our services.

H & L Lewis 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% commission for each policy arranged by us with those insurers. This is used to operate Steadfast. Depending on the operating costs of Steadfast and the amount of total premium we place with the participating insurers in any financial year, we may receive a proportion of that commission for all products arranged with the participating insurers in each financial year, 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, 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 shareholders for a fee.'

Steadfast has a shareholding in Macquarie Premium Funding. If we arrange premium funding with Macquarie Premium Funding for you, under its agreement with Macquarie Premium Funding, Steadfast will receive 0.5% of your insurance premium (including government fees or charges). As an equity shareholder of Macquarie Premium Funding, Steadfast may also receive dividends from profits of Macquarie Premium Funding. The amount of the Steadfast dividend is based on the share of profit attributable to funding arranged by Steadfast shareholders. The payments (commission and dividends) that Steadfast receives from Macquarie Premium Funding are used to operate Steadfast. Depending on the operating costs of Steadfast and the amount of total business we place with Macquarie Premium Funding in any financial year, we may receive a portion of those amounts at the end of each financial year.]

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

What information do we maintain about you and how can you access it?

We maintain a record of your personal profile. That record contains information about insurance policies that we have arranged for you. The record may also contain details of your objectives, financial situation and needs collected for the purpose of giving you advice. We also maintain records of any recommendations made to you.

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 can be obtained on request or is available on our website, www.lblewis.com.au.]

If you wish to access your file please ask us.

How can you give us instructions?

You need to give us instructions in writing by letter, fax or email or by other methods agreed by us. We will tell you what is possible when you contact us.

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How will you pay for the services provided?

We may be paid in a number of ways which vary according to the service you require and our arrangements with the relevant insurer.

Payment by the Insurer

Unless we tell you otherwise, we are remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us (including renewal and some variations).

The commission is a percentage of the insurer's base premium (ie premium excluding stamp duty, fire services levy, GST or any other government charges, taxes, fees or levies). The rate ranges between 0 and 22.5% . The commission rate does not represent our profit margin as it also reimburses us for administrative and other expenses we incur in providing our services. It also covers the cost of performing the distribution functions of the insurer such as data entry, marketing, annual renewal marketing and underwriting.

Fees Paid by You

We may charge you:

- 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.

You will be informed of the nature and amount of any fee involved prior to us performing the service for you and it will appear on our Invoice to you noted as “**Broker Fee**”.

Other remuneration information

Our staff receive an annual salary.

Where we provide personal advice to you as a retail client, we will tell you the remuneration that we are to be paid for providing the advice in the Statement of Advice.

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.

Interest may be earned on the premium you have paid to us after being banked into our Trust Account (Broking Account) prior to the premium being paid to the Insurer.

If we provide Premium Funding for your insurances, we will inform you of the remuneration we receive from this service.

If there is a refund of premium as a result of the cancellation or adjustment of the policy, we reserve the right to retain our remuneration earned prior to the cancellation or adjustment.

If you need further explanation please ask us.

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Cooling off Period

A cooling off period may apply to an insurance policy issued to you as a retail client. During the period you may return the policy. Details of your cooling off rights will be included in the relevant Product Disclosure Document.

What should I do if I have a complaint?

If you have any complaints about the service provided to you, you should take the following steps.

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 24 hours, please contact **Brett Lewis** on telephone number 0242285711 or put your complaint in writing and send it to us at:

Brett Lewis
H & L Lewis Pty. Limited
PO Box 1703
WOLLONGONG 2500

Please mark the envelope "Notice of Complaint". We will try and resolve your complaint quickly and fairly.

H & L Lewis Pty Limited is a member of the Financial Ombudsman Service (FOS)

If your complaint cannot be resolved to your satisfaction by us within 20 days you

Have the right to refer the matter to FOS on the following contact details.

Financial Ombudsman Service
Level 5, 31 Queen Street, Melbourne VIC 3000
GPO Box 3
MELBOURNE VIC 3001
Phone 1300.780.808
Fax 03.9613.6399
Email info@fos.org.au
Web www.fos.org.au

If you have any further questions about the financial services please contact the General Manager on phone number 0242285711

Retain this document for your reference and any future dealings with

H & L Lewis Pty. Limited T/as

L & B Lewis Insurance Brokers
