



HIGH STREET
UNDERWRITING AGENCY

Financial Services Guide

The financial services referred to in this financial services guide (FSG) are offered by:

High Street Underwriting Agency Pty Limited, ACN 096 939 169, AFSL 244370
P.O Box 7174
Brendale, Qld, 4500
P: 1800 096 829, F: 1800 096 680
eMail : info@hsua.com.au
Web: www.hsua.com.au

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 we have in place to compensate clients for losses.

Important information about the products we will recommend to you

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

From when does this FSG apply?	This FSG applies from 30 April 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 .
How can I instruct you?	You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG .
Who is responsible for the financial services provided?	High Street Underwriting Agency Pty Limited holds a current Australian Financial Services Licensee no: 244370. The contact details for High Street Underwriting Agency Pty Limited are on the front of this FSG .
What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?	<p>High Street Underwriting Agency Pty Limited is authorised to advise and deal in general insurance products to wholesale and/or retail clients. We will do this as your broker unless we tell you otherwise.</p> <p>Sometimes we will act under a binder or agency from the 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>
Will I receive tailored advice?	<p>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 or issue insurance policies to you or to give you advice about your insurance needs. 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>The advice that we provide to you may not take into account any of your particular objectives, financial situation or needs. For this reason, before you act on this advice, you should consider the appropriateness of the advice taking into account your own objectives, financial situation and needs.</p> <p>Before you make any decision about whether to acquire the policy, you read the product disclosure statement (PDS).</p> <p>Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances, and at the time of any scheduled status review or upon renewal of your insurances.</p>
Contractual Liability and your insurance cover	Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.
What information do you maintain in my file and can I examine my file?	<p>We maintain 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 PDS that we give or pass on to you for the period required by law.</p> <p>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 is available on request.</p> <p>If you wish to look at your file please ask us. We will make arrangements for you to do so.</p>

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 may also charge you a fee. 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. We may also 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 25%.

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 0% - 20%

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).

Our employees that will assist you with your insurance needs will be paid a market salary plus a commission based on overall performance.

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

High Street Underwriting Agency Pty Limited is a member of the Underwriting Agencies Council (**UAC**).

High Street Underwriting Agency Pty Limited is an authorised Coverholder of Certain Underwriters at Lloyds.

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 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 3% 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 will set out in the premium funding contract.

What should I do if I have a complaint?

High Street Underwriting Agency Pty Ltd has established formal internal dispute resolution procedures to ensure that all enquiries and complaints are fairly and properly considered and dealt with. If you have an enquiry or complaint about our services please contact us and tell us about your complaint. We will do our best to resolve it quickly.

Please contact:
High Street Underwriting Agency Pty Ltd:
Postal Address: PO Box 7174, Brendale, Queensland 4500
Phone: 1800 096 829
Email: info@hsua.com.au

If High Street require additional information, High Street will contact You to discuss. If the complaint is not immediately resolved High Street will respond with fifteen (15) business days of receipt of the complaint or agree a reasonable appropriate timeframe to respond.

If this does not resolve the matter or You are not satisfied with the way a complaint has been dealt with, contact:

Lloyd's Australia Limited
Postal Address: Level 9, 1 O'Connell Street, Sydney, NSW 2000
Phone: +61 2 8298 0783
Fax: +61 2 8298 0788
Email: ldraustralia@lloyds.com

who will respond to the complaint within fifteen (15) business days, unless an alternative timetable has been agreed with You.

When you lodge the dispute Lloyd's will usually require the following information:

Name, address and telephone number of the policyholder
The type of insurance policy involved
Details of the policy concerned (policy and/or claim reference numbers, etc.)
Name and address of the insurance intermediary through whom the policy was obtained
Details of the reasons for lodging the complaint
Copies of any supporting documentation you believe may assist us in addressing your dispute appropriately.

If we are unable to resolve the complaint within forty-five (45) business days of the date We first received the complaint or if You remain unsatisfied, You can seek a review by Financial Ombudsman Service Australia ('**FOS** Australia') depending on eligibility related to the Policy.

FOS Australia is a free independent external disputes resolution service provided to customers to review and resolve complaints where We have been unable to satisfy Your concerns.

You can contact **FOS** Australia at:
Financial Ombudsman Service Australia,
Postal Address: GPO Box 3, Melbourne, VIC 3001
Phone: 1800 367 287 (or 1800 FOS AUS)
Email: info@fos.org.au
Website: www.fos.org.au

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

High Street Underwriting Agency Pty Limited has a professional indemnity insurance policy (**PI policy**) in place.

The **PI policy** covers us and our 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. The **PI policy** covers us and our representatives (including our authorised representatives) for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives in the provision of financial services.

Our **PI policy** will cover us for claims relating to the conduct of representatives who no longer work for us.

Our **PI policy** meets or exceeds the requirements of the Corporations Act, 2001, Cth.

Any questions?

If you have any further questions about the financial services High Street Underwriting Agency Pty Limited provides, please contact us.

Please retain this document for your reference and any future dealings with High Street Underwriting Agency Pty Limited
