

Financial Services Guide (FSG)



This is an important document and is applicable to StudentCover (individuals online) business only. Please read it carefully and keep it in a safe place. This FSG (date of preparation 1 February 2009) is designed to assist you in deciding whether to use any of the services outlined in it. It contains information about the remuneration we receive and how any complaints you may have will be handled. It replaces any previous FSG issued to you by us.

ABOUT US

Elkington Bishop Molineaux Insurance Brokers Pty Ltd (EBM) ABN 31009179640 holds Australian Financial Services Licence No 246986 under the Corporations Act 2001 to provide insurance broking services.

EBM is a member of the National Insurance Brokers Association of Australia (NIBA) and subscribes to the General Insurance Brokers' Code of Practice.

WHAT IS STUDENTCOVER?

StudentCover is a personal accident insurance policy for full time students. EBM can assist you to obtain this insurance.

To assist you in making an informed decision about StudentCover, EBM will provide a Product Disclosure Statement (PDS). The PDS contains information about the insurance benefits and the insurer. You should carefully read the PDS to decide if the policy features suit your needs, objectives and financial situation before making a decision.

In respect to StudentCover (individuals online), we provide general advice only and not personal advice. In giving this advice we have not taken into account your personal circumstances.

WHO WE ACT FOR

EBM holds a binding authority from the insurer to issue the StudentCover (individuals online) policy. When we arrange insurance under this binder we will be acting as the agent of the insurer.

When EBM provides information and general advice about the StudentCover policy we act on your behalf.

FEES FOR SERVICES

We will receive a commission of between 7.35% and 11.25% of the total premium (including government charges such as Stamp Duty and GST). We will also charge a broker fee of between \$5 and \$10 per policy depending on when the policy commences and your location.

EBM staff are paid a salary and may receive a bonus based on their performance.

If a Corporate Authorised Representative, Authorised Representative or Referrer has referred you to us, we may pay them a part of any fees or commission we receive. This will not increase the amount you pay us.

If you would like details of the specific brokerage EBM receives for arranging your policy(s) please ask us.

COMPLAINTS AND DISPUTES

If you are not fully satisfied with our services, please telephone our Complaints Manager. We will acknowledge your complaint in writing and endeavour to resolve your problem within 20 days.

If you are still not satisfied, we subscribe to Financial Ombudsman Service (FOS), which handles complaints against brokers relating to a variety of small business and domestic matters. You can refer your complaint to a FOS Case Manager, who will conciliate with a view to seeking a solution that is acceptable to both parties. This is a free consumer service. The FOS is contactable on 1300 780 808 or info@fos.org.au

If the dispute remains unresolved after a further 20 days, it will be referred to the FOS Referee whose decision is binding on us (but not on you).

Further information about FOS is available from our office or on their website at www.fos.org.au

PROFESSIONAL INDEMNITY INSURANCE

EBM has professional indemnity insurance in place which covers us and our employees for any errors or mistakes relating to our insurance services. This insurance is in accordance with the requirements of the Corporations Act and meets claims relating to an employee even after they cease to be an employee, provided that the insurer is notified of the claim when it arises and this is done within the relevant policy period.



EBM
INSURANCE BROKERS

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Sydney | Melbourne | Brisbane | Perth | Gold Coast | Bunbury | Kalgoorlie | Geraldton | Margaret River
Affiliated Offices: China | Indonesia | New Zealand | Philippines | Singapore | Taiwan | Thailand | Lloyd's Coverholder
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