



# Financial Services Guide (FSG)

This is an important document and is applicable to StudentCover business only. Please read it carefully and keep it in a safe place. This FSG (date of preparation 1 March 2018) 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 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.

We provide general advice only and not personal advice. In giving this advice we have not taken into account your personal circumstances.

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.

## 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 services provided by us, our advisers, authorised representatives and distributors even after they cease working with us, provided that the insurer is notified of the claim when it arises and this is done within the relevant policy period.

## HOW WE ARE PAID

We receive a commission of \$3.20 per annual policy. We also charge a broker fee of between \$5 and \$10 per policy depending on when the policy commences and your location. We will provide details of the fee before or at the time you enter into an insurance policy.

The insurer may give us other benefits. These benefits may change from year to year. We receive the interest earned on all premium money that we hold on trust pending payment to the insurer.

EBM staff are paid a salary and may receive a bonus based on their performance. If you would like details of the specific commission EBM receives for arranging your policy(ies) please ask us.

## IMPORTANT RELATIONSHIPS

EBM holds a binding authority from the insurer to issue the StudentCover policy(ies). When we arrange insurance under this binder we will be acting as the agent of the insurer and not on your behalf.

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

## COMPLAINTS AND DISPUTES

If you are not fully satisfied with our services, please contact our Complaints Manager. We will advise you on how we propose to resolve your complaint within 21 days or such later time agreed with you. For more information about our Complaints Policy visit our website [www.ebm.com.au](http://www.ebm.com.au)

If you are still not satisfied, we subscribe to the 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 the FOS 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 1800 367 287 or [info@fos.org.au](mailto:info@fos.org.au). Further information about the FOS is available from our office or on their website at [www.fos.org.au](http://www.fos.org.au)

## PRIVACY

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We may provide your information to an insurance company that provides insurance terms to you or the companies that deal with your insurance claim (such as loss assessors and claims administrators). We may also provide your information to premium funding companies to provide funding terms to you. We do not trade, rent or sell your information.

From time to time, we will use your contact details to send you direct marketing communications including offers, updates and newsletters that are relevant to the services we provide. We always give you the option of electing not to receive these communications in the future. You can unsubscribe by notifying us and we will no longer send this information to you.

If you don't provide us with full information, we can't properly advise you, seek insurance terms for you or assist with claims and you can breach your duty of disclosure.

For more information about how to access the personal information we hold about you, how to have the information corrected or lodge a complaint, ask us for a copy of EBM's Privacy Policy or visit our website [www.ebm.com.au](http://www.ebm.com.au)



**EBM**

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New South Wales | Victoria | Queensland | Western Australia | South Australia

Global Broker Network | Asia Australasia Alliance | National Insurance Brokers Association

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