Financial Services Guide

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

National Corporate Broking Pty Ltd

AFSL:	**247071**
ABN:	**74 053 393 230**
Office Address:	**19 Lemongrove Road, PENRITH NSW 2750**
Postal Address:	**PO Box 461, Penrith NSW 2751**
Telephone:	**02 4721 7737**
E-mail:	compliance@ncbinsurance.com.au

Not independent

National Corporate Broking Pty Ltd is not independent, impartial or unbiased pursuant to section 923A of the Corporations Act because we maintain associations and relationships with issuers of insurance and other financial products and may receive remuneration, commission or other benefits when we provide personal advice to you in relation to insurance products and other financial products. National Corporate Broking Pty Ltd may also be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided.

If you have any questions about this information, please ask us.

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.
Further information when personal advice is given **(*Retail Clients only)**	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 **(*Retail Clients only)**	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 product.
From when does this FSG apply?	This FSG applies from the date shown below in this FSG Footer, 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, or email using the contact details mentioned on page 1 of this FSG.
Who is responsible for the financial services provided?	National Corporate Broking Pty Ltd 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. National Corporate Broking Pty Ltd holds a current Australian Financial Services Licensee (AFSL) Number: 247071. The contact details for National Corporate Broking Pty Ltd 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?	National Corporate Broking Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients. We will do this for you as your broker unless we tell you otherwise. Sometimes we will act as an agency from the insurer. When we act as an 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 as an agency to arrange your insurance or advise you about your insurance needs.
Our products & services	We offer a range of services to assist you to protect your assets and guard against unexpected liabilities: **Services:** • Reviewing and advising on your insurance needs, • Identifying risk factors to avoid claims, • Seeking competitive premium quotations, • Arranging premium funding, • Assisting with insurance claims. **Products:** • Home Building and Contents, • Private and Commercial Motor, • Farm, Crop and Weather, • Business, Construction, Industrial & Liability, • Professional Practice, • People Exposures & Protection

Will I receive tailored advice?	Maybe 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 insurance policies for you, or to give you advice about your insurance needs. We will ask you for the details that we need to know. 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. 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. 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, or at the time of any scheduled status review or upon renewal of your insurances.
Contractual Liability & 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.
Legal Advice	Our duty as a general insurance broker does not extend to giving legal advice. You should consult your solicitor when you need advice on legal matters.
What information do you maintain in my file & can I examine my file?	We maintain a record of your personal profile, including details of insurance policies that we arrange 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. taken the appropriate action to ensure we comply with the Australian Privacy Principles ("APPs") and have established a Privacy Policy. A copy of our privacy policy is available on request, or at www.ncbinsurance.com.au. If you wish to look at your file, please ask us. We will arrange for you to do so.
Electronic Delivery of Disclosure & Documentation	Please note that where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you **electronically, via email or links to websites etc**. If you have provided your email address to us, we will typically use that email address for all correspondence and disclosure notices. Should you **not** wish to be sent disclosure documents electronically please advise us accordingly and we will update our records.
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 will also charge you a fee. These will all be shown on the invoice that we send you. 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 or reduction of your premium as a result of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer or charge you a cancellation fee equal to the reduction in our commission. 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. If you pay by credit card, we may charge you a credit card (incl. arrangement & handling) fee, which will be disclosed and shown separately on your invoice, they are non-refundable. This fee covers the cost of bank charges etc. associated with these facilities.

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 27%.
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 disclosed in our invoice.

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 10% of our commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary. Our employees are paid monthly a market salary and may receive a bonus based on the overall performance of the business.

Details of any remuneration, commission and other benefits that you, or other persons, will or reasonably expect to receive in respect of (or that is attributable to) the service to be provided.

Details of any remuneration, commissions, fees or other benefits that you will reasonably expect to receive (or that are attributable to) services related to life insurance.

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.

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 be set out in the premium funding contract.

See below for information on the Steadfast association and commission.

Do we receive non-monetary benefits for providing the financial service?

While providing services to you, we may receive non-monetary remuneration from insurers, underwriting agencies and third parties. This can include access to technology platforms and IT support, education and training, event sponsorship and marketing assistance. We do not accept non-monetary remuneration if this could reasonably be expected to influence the services that we provide to you.

Do you have any relationships or associations which might reasonably influence you?

Insurer Relationships

National Corporate Broking Pty Ltd may sometimes enter into specific arrangements with a limited number of insurers where we receive fees or other remuneration for the development of insurance solutions or the growth of various insurance portfolios. The remuneration National Corporate Broking Pty Ltd receives from these arrangements is variable and is determined by the profitability of the recommended insurance products. We will only recommend these products where they meet your needs and are in your best interests. Any such relationship is managed under National Corporate Broking Pty Ltd conflicts of interest policy which all staff and representatives must comply with. If we cannot provide services to you due to a conflict of interest that cannot be managed, we will notify you immediately.

Where there may be a conflict of interest, we will contact you in a timely manner and clearly inform you that there may be a conflict of interest.

We work closely with a range of insurers and underwriting agencies to arrange high quality benefits, competitive pricing and superior service levels for our clients. Wherever possible we will recommend that clients deal with insurers that are authorised under the Insurance Act 1973 (Cth) to carry on insurance business in Australia and are subject to oversight by the Australian Prudential Regulation Authority. We will warn you when we recommend an unauthorised foreign insurer.

Some insurers give other benefits such as sponsorship of annual conferences, training and invitations to social business functions. These benefits may change from year to year. The receipt of these benefits may be based upon the volume of business placed with the provider but may also be more of an ad hoc reward. Occasionally we may also receive small gifts and gratuities. It is National Corporate Broking Pty Ltd policy that gifts or gratuities may be accepted only if they are of an incidental nature. These amounts are not additional costs to you.

Despite the existence of any incentive, any decision to place business with such an Insurer will be based on the fact that this provides the best solution for you and not based on consideration of any incentive entitlement.

Other Important Associations
Steadfast Group Limited – National Corporate Broking Pty Ltd is a Steadfast Group Limited (Steadfast) Network Broker Member.

As a Steadfast Network Broker, National Corporate Broking Pty Ltd have access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, claims support, group purchasing arrangements and broker support services. These 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.

What should I do if I have a complaint?

We welcome your suggestions, compliments and complaints as an opportunity to improve our service.

If you make a complaint regarding our services, we will do everything we can to try to resolve it as quickly and as fairly as possible.

Registration – Stage 1
You can register your complaint by contacting our **Compliance Team** as follows:

By phone: 02 4721 7737
By email: compliance@ncbinsurance.com.au
In writing to: PO Box 461. PENRITH, NSW, 2750

We will acknowledge your complaint within (2) business days and advise you if we require any additional information or investigations to progress the resolution of your complaint; we will also advise you who will be managing your complaint.

Internal Complaint Resolution – Stage 2
When we have received any additional information or investigation details requested, we will respond in writing within fifteen (15) business days with our proposed resolution.

Internal Dispute Resolution – Stage 3
If you are still unsatisfied, you can request your complaint be referred to the underwriter's complaints review committee for a formal final review. The underwriter will respond with their final review resolution within fifteen (15) business days.

External Dispute Resolution – Stage 4
If we have been unable to resolve your complaint within forty-five (45) business days of the date we received any additional information or investigations we requested to resolve your complaint, you can lodge your complaint with the Australian Financial Complaints Authority ('AFCA') depending on eligibility related to your policy.

AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA directly and they will advise if your complaint falls within the AFCA Rules. You can contact AFCA:

By visiting: www.afca.org.au
By email: info@afca.org.au
By phone: 1800 931 678 (free call)
In writing to: Australian Financial Complaints Authority
GPO Box 3, Melbourne, VIC, 3001

As your Broker, we will continue to provide guidance and assistance as your representative through the entire complaints process, to the full extent permitted by the law.

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

National Corporate Broking Pty Ltd has a professional indemnity insurance policy (**PI policy**) in place.

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 covers us for claims relating to the conduct of representatives who no longer work for us.

Insurance Brokers Code of Practice	National Corporate Broking Pty Ltd is a principal member of NIBA and as such our staff have adopted the **Insurance Brokers Code of Practice** (NIBA Code). A copy of the NIBA Code will be provided upon request or can be obtained from the NIBA website: https://www.niba.com.au/insurance-brokers-code-of-practice If you think we may have breached the Code, you can report alleged breaches to the Insurance Brokers Code Compliance Committee (IBSSS). You can contact the IBCCC using the following details: **Website:** www.insurancebrokerscode.com.au **Email:** info@codecompliance.org.au **Telephone:** 1800 931 678 (free call) **In writing to:** IBCCC P.O. Box 14240
Special assistance and access to our services	We will take all reasonable steps to ensure our services are accessible to clients with special needs. Please let us know if you are experiencing any vulnerability when engaging our services, for example relating to your age, disability or mental or physical health conditions. If you tell us or we identify that, due to your vulnerability, you need additional support or assistance, we will work with you as soon as possible to find a suitable way to provide our services to you. During this time, we will of course respect your right to privacy and self-advocacy. If your circumstances mean that you need third-party support (such as a lawyer, interpreter or friend), we will work with you to allow for this when providing our services. For further information on how we provide additional assistance or support, please see our **Vulnerable Clients policy.**
Any questions?	If you have any further questions about the financial services we provide, please contact us.

ADDITIONAL IMPORTANT INFORMATION

***Retail Clients only**	Retail clients are individuals or those who purchase an insurance product for use in connection with a small business. However, they are only designated as retail clients when they purchase a general insurance contract which has been designated as a retail product i.e.: • Motor vehicle • Home building • Home contents • Sickness and accident • Consumer Credit • Travel • Personal and domestic property • Pleasure craft Any other kind of insurance prescribed in the Corporations Regulations 2001.
New Business / Renewals	You understand that all documents relating to insurance contracts should be completed by you and only you, however, at times this may be done by us with your consent. It is your (the Insured's) responsibility to ensure the accuracy of all information supplied on any documents/the proposal prior to signing the document. The policy document issued by the Insurer forms the agreement between you and the Insurer. Upon receipt of this document, we recommend you check the details thoroughly to ensure the cover meets your requirements. When your policy is due for renewal, we will give you at least fourteen (14) days' notice of expiry of any policy maintained by us. We will review your insurance requirements when you inform us of any alterations to your circumstances, however in some cases we may automatically renew those policies, and you should contact us to inform us if any details are not correct. We do not accept responsibility for policies not maintained by us.

Please retain this document for your reference and any future dealings with National Corporate Broking Pty Ltd.

OUR PRIVACY POLICY

At National Corporate Broking Pty Ltd our people are committed to protecting your privacy in accordance with the Privacy Act 1998 (Cth) and the Australian Privacy Principles.

This privacy policy describes our current policies and practices in relation to the collection, handling, use and disclosure of personal information. It also deals with how you can complain about a breach of the privacy laws and how you can access the personal information we hold and how to have that information corrected.

What information do we collect and how do we use it?

When we arrange insurance on your behalf, we ask you for the information we need to advise you about your insurance needs and management of your risks. This can include a broad range of information ranging from your name, address, contact details, age to other information about your personal affairs including your assets, personal belongings, financial situation, health and wellbeing.

We provide any information that the insurers or intermediaries who we ask to quote for your insurances and premium funding require to enable them to decide whether to insure you and on what terms, or to fund your premium and on what terms. Insurers may in turn pass on this information to their reinsurers. Some of these companies are located outside Australia. For example, if we seek insurance terms from an overseas insurer (e.g. Lloyd's of London), your personal information may be disclosed to the insurer. If this is likely to happen, we inform you of where the insurer is located, if it is possible to do so.

When you make a claim under your policy, we assist you by collecting information about your claim. Sometimes we also need to collect information about you from others. We provide this information to your insurer (or anyone your insurer has appointed to assist it to consider your claim, e.g. loss adjusters, medical brokers etc) to enable it to consider your claim. Again, this information may be passed on to reinsurers.

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.

What if you don't provide some information to us?

We can only fully advise you and assist in arranging your insurance or with a claim, if we have all relevant information. The insurance laws also require you to provide your insurers with the information they need to be able to decide whether to insure you and on what terms. You have a duty to disclose the information which is relevant to the insurer's decision to insure you.

When do we disclose your information overseas?

If you ask us to seek insurance terms and we recommend an overseas insurer, we may be required to disclose the information to the insurer located outside Australia. For example, if we recommend a policy provided by Lloyd's of London, your information may be given to the Lloyd's broker and underwriters at Lloyd's of London to make a decision about whether to insure you.

We will tell you at time of advising on your insurance if they are overseas and in which country the insurer is located in. If the insurer is not regulated by laws which protect your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to that insurer.

Australian and overseas insurers acquire reinsurance from reinsurance companies that are located throughout the world, so in some cases your information may be disclosed to them for assessment of risks and in order to provide reinsurance to your insurer. We do not make this disclosure; this is made by the insurer (if necessary) for the placement for their reinsurance program.

How do we hold and protect your information?

We strive to maintain the reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements. Our files are stored in password protected electronic media.

We may also hold the information we collect from you initially in a working file, which when completed is electronically imaged and stored, after which any paper is destroyed in a secure manner.

a request for access to personal information or for complying with a correction request. Where the information requested is not a straightforward issue and will involve a considerable amount of time then a charge will need to be confirmed for responding to the request for the information. In some limited cases, we may need to refuse access to your information or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

Will we disclose the information we collect to anyone?

We do not sell, trade, or rent your personal information to others. We may need to provide your information to contractors who supply services to us, e.g. to handle mailings on our behalf, external data storage providers or to other companies in the event of a corporate sale, merger, re-organisation, dissolution or similar events. However, we will take reasonable measures to ensure that they protect your information as required under the Privacy Act.

We may provide your information to others if we are required to do so by law, you consent to the disclosure or under some other unusual circumstances which the Privacy Act permits.

How can you check, update or change the information we are holding?

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate, irrelevant, out of date or incomplete.

If you wish to correct your personal information, please write or email to:

National Insurance Brokers Pty Ltd
PO Box 461, Penrith NSW 2751

Email: info@ncbinsurance.com.au

We do not charge for receiving a request for access to personal information or for complying with a correction request. Where the information requested is not a straightforward issue and will involve a considerable amount of time then a charge will need to be confirmed for responding to the request for the information. In some limited cases, we may need to refuse access to your information or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

What happens if you want to complain?

If you have concerns about whether we have complied with the Privacy Act or this privacy policy when collecting or handling your personal information, please write to our licensee:

The Privacy Officer
National Corporate Brokers Pty Ltd
PO Box 461, Penrith NSW 2751

Your complaint will be considered through the internal complaint resolution process, and we will try to respond with a decision within 30 days of you making the complaint.

Your consent

By asking us to assist with your insurance needs, you consent to the collection and use of the information you have provided to us for the purposes described above. We may occasionally notify you via direct marketing about new services and special offers, events or articles we think will be of interest to you. We may send you regular updates by email or by post on insurance matters. If you would rather not receive this information or do not wish to receive it electronically, email or write to us. We may use your information internally to help us improve our services and help resolve any problems.

Tell us what you think

We welcome your questions and comments about privacy, and you may contact us through any of the contact details provided in this document.

If you do not notify us otherwise before next dealing with us, you confirm agreement to the above on your own behalf and/or on behalf of those you represent.

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