

## Financial Services Guide

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

**Rostand Pty Ltd T/as Moore Insurance Brokers ABN 43 926 465 523 AFSL 245562**  
**Lvl 5, 757 Ann Street, Fortitude Valley QLD 4006**  
**07 3123 6622 enquiries@mooreib.com.au**  
**Shareholder and Member of the Steadfast Group Limited**

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 insurance placement and management 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.

If you ask us to be your general insurance broker, we will do so on the terms set out in this guide. Unless you tell us otherwise in writing, we assume that you agree with these terms. Any terms that are specific to our relationship with you, may be contained in a Letter of Engagement.

### Our services

We are committed to providing sound advice based upon your needs and our comprehensive knowledge of the Australian Insurance Market.

We offer a range of services to assist you to protect your assets and your legal liabilities.

These services include:

- Reviewing and advising on your insurance needs;
- Arranging and renewing insurance contracts on your behalf;
- Arranging premium funding if required;
- Assisting in the management of insurance claims

We can provide advice on and arrange all general insurance products including corporate, commercial and retail insurances and by referral assist you in obtaining advice with respect to life insurance and superannuation products.

To enable us to provide insurance advice which is appropriate to your circumstances, we will need you to provide us with complete information about the risk(s) to be insured, your situation and your needs and objectives. You should also tell us of any relevant changes to your circumstances as they occur.

### New Business

Contact us as soon as possible if you need cover for a risk or property that is not insured. To arrange this cover we will request details of the property or risk and all other information which you need to disclose to the insurer.

If required, we will send you a proposal for completion. You will need to complete, sign and return it to us in accordance with the covering instructions and before the interim cover expires.

We will send you the original insurance contracts as soon as they are issued correctly by your insurer. As these are legal documents, you should keep them in a safe place.

### Renewals

We will give you at least 14 days notice of expiry of any insurance contract that we arranged or last renewed for you. If the insurer is unable to provide renewal terms within this timeframe we will arrange for cover to be extended. (subject to acceptance by the insurer)

At that time we will send you an offer to renew the insurance contract and invoice you for the cost of the renewal.

Unless you tell us otherwise, we will automatically renew your insurances on an interim cover basis to ensure you continue to be covered. If there is a change to your circumstances please notify us as soon as possible.

In some circumstances we can arrange for an insurer to cover you temporarily before payment is received, however we cannot guarantee this.

If you arranged or renewed insurance directly with an insurer or through another broker, we will not be responsible for notifying you of expiry or arranging renewal unless you ask us to do so.

### Statement of advice (retail insurance products)

You will receive a statement of advice (SOA) whenever we provide you with advice with respect to retail insurance products including Home Insurance, Motor Vehicle Insurance, Personal Travel Insurance and Personal Accident and Sickness Insurance, which takes into account your objectives, financial situation and needs. The SOA will contain the advice, which will enable you to make an informed decision about your insurance needs.

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 insurance products)

If we offer to arrange the issue of an insurance policy to you (retail insurance product), 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 from the insurer. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

### Tailored Advice

You may not receive tailored advice 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.

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.

### Variations

You should carefully monitor and review your insurance to ensure cover remains adequate. If you want to vary or amend any cover, eg by increasing your sums insured or adding other property, please provide us with details of the changes you require and any other information you need to disclose to the insurer.

We will arrange the variation with the insurer and provide you with written confirmation.

### Cancellations

We cannot cancel a contract of insurance without written instruction(s) from a person who is authorised to represent each of the parties who are named as insureds in the contract of insurance. Premium refunds will be forwarded promptly when received from the insurer. Commission and professional fees earned for insurance placement are non-refundable on cancellation. Some insurers may charge a cancellation fee in certain circumstances.

### Claims

We will receive your claims notifications, assist and advise you regarding the scope of cover and pass information to the insurer.

If a loss adjuster is appointed we shall, with your permission, pass on your contact details and co-ordinate meetings as necessary. In the case of a major loss, we may attend the initial meeting with the loss adjuster if you wish us to do so.

We will promptly forward to you all claims documentation, insurance company settlement cheques and other information.

### Information kept on file.

We maintain a record of your personal profile, including details of insurance policies that we arrange. We 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.

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, and is detailed on the back of all TBIB Tax Invoice/Schedules.

### Any questions?

If you have any further questions about the financial services [Rostand Pty Ltd T/as Moore Insurance Brokers](#) provides, please contact us.

Please retain this document for your reference and any future dealings with [Moore Insurance Brokers](#).

If you wish to look at your file please ask us. We will make arrangements for you to do so.

### Remuneration

We often receive a payment 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.

Our commission is calculated as a percentage of the base premium (premium before govt charges) for the relevant insurance cover. The commission rate ranges between 0% to 27% depending on the insurance product. Any administration and/or professional fees that we charge you will be [detailed on your 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)

Our employee or authorised representative that will assist you with your insurance needs will be paid a market salary which may include, for the policies we arrange for you, a percentage of our commission or fees.

[Rostand Pty Ltd T/as Moore Insurance Brokers](#) 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. Depending on the operating costs of Steadfast we may receive a proportion of that commission at the end of each financial year.

### Conflicts of Interest

On occasion MIB staff may receive corporate invitations or other no monetary items from our various business partners. Acceptance of such initiations or items will absolutely in no way influence any insurance recommendations we may make with regard to your insurance program.

### Complaints and Disputes

If you are not fully satisfied with our service please contact tell us about your complaint. We will try and resolve your complaint quickly and fairly.

If your complaint is not satisfactorily resolved within 14 days, please contact [our complaints officer](#) on 07 3123 6622 or put your complaint in writing and send it to [the complaints officer](#) at the address noted at the beginning of this FSG.

[Rostand Pty Ltd T/as Moore Insurance Brokers](#) is a member of the Financial Ombudsman Service (**FOS**).

If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to FOS. FOS can be contacted on 1300 78 08 08.