

# **Mackellar Insurance Brokers**

## **Financial Services Guide**

**November 2022**

# **FINANCIAL SERVICES GUIDE**

## **A GUIDE TO OUR RELATIONSHIP WITH YOU AND OTHERS**

The financial services, products and documentation referred to in this Financial Services Guide (FSG) are offered by Mackellar Insurance Brokers Pty Limited.

The services provided to you will be provided by one of our professionally qualified Brokers or Authorised Representatives. Mackellar Insurance Brokers Pty Limited holds a current Australian Financial Services Licence no: 243531. The financial products that may be offered are provided by General Insurance Companies with which we are authorised to deal.

This FSG applies from 30<sup>th</sup> June 2011 and remains valid until a further FSG is issued to replace it. The main purpose of this FSG is to provide retail clients (defined below) with information about us. This FSG may be given to wholesale clients for reference but please note that disclosure requirements outlined are for retail clients only.

### **This Financial Services Guide outlines:**

- The 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

### **Product Disclosure Statement**

If we recommend to you a particular Financial Product we will give you information about the Financial Product—a *Product Disclosure Statement*—to help you make an informed decision about the Financial Product.

### **Statement of Advice**

When your quotation/cover details are provided, specific details of the product, the supplier and commission/brokerage will be outlined in your *Statement of Advice*.

### **Providing Your Instructions**

You can give us instructions by post, phone, fax or email. We usually require instructions relating to changes in your insurance policies to be confirmed in writing. Our contact details are provided at the end of this FSG.

## A GUIDE TO OUR RELATIONSHIP WITH YOU AND OTHERS

<p><b><i>What is a “retail client”?</i></b></p>	<p>The Financial Services Reform Act 2001 defines “Retail client” as either:</p> <p>A) the person is an individual; or          B) the insurance product is or would be for use in connection with a small business</p> <p>(Small business means a business employing less than 100 people (if the business is or includes the manufacture of goods); or otherwise less than 20 people.</p> <p>AND the general insurance product we provide you is (as defined in the regulations):</p> <ul style="list-style-type: none"> <li>▪ a motor vehicle insurance product; or</li> <li>▪ a home building insurance product; or</li> <li>▪ a home contents insurance product; or</li> <li>▪ a sickness and accident insurance product; or</li> <li>▪ a consumer credit insurance product; or</li> <li>▪ a travel insurance product; or</li> <li>▪ a personal and domestic property insurance product</li> </ul>
<p><b><i>What type of client am I, if I am not a retail client?</i></b></p>	<p>If you and your insurance cover do not fall in the above category, you are deemed a “wholesale client” in which we do not provide you with a Statement of Advice.</p>
<p><b><i>Who is my adviser?</i></b></p>	<p>Your Adviser has the appropriate professional qualifications to allow him/her to provide advice on General Insurance Products.</p> <p>If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions.</p> <p>If you do not obtain advice, you face the risk that the Financial Product/s you select will not fully consider your objectives, situation or needs.</p>
<p><b><i>Who is responsible for the financial services provided?</i></b></p>	<p>Mackellar Insurance Brokers are responsible for the financial services provided including the distribution of this Financial Services Guide (FSG).</p> <p>Mackellar Insurance Brokers Pty Ltd ABN 81 002 832 224          An Australian Financial Services Licence No: 243531          Company Street Address:          Level 3, 345 Pacific Highway          North Sydney NSW 2060</p>

<p><b><i>Do you have any relationships or associations with Financial Product issuers?</i></b></p>	<p>No – other than providing their products to our clients.</p>
<p><b><i>What kinds of financial services are you authorised to provide me and what kinds of Financial Product/s do those services relate to?</i></b></p>	<p>Mackellar Insurance Brokers Authorised representatives may provide Financial Service advice for all General Insurance Products, as well as providing a portfolio monitoring service.</p>
<p><b><i>What information should I provide to receive personalised advice?</i></b></p>	<p>You need to provide us with a list of your personal objectives, details of your current situation and any relevant information, so that we can offer you the most appropriate advice possible.</p> <p>You have the right not to tell us if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives, and financial situation.</p> <p>You should read the warnings contained in the <i>Statement of Advice</i> carefully before making any decision relating to a financial product/s.</p>
<p><b><i>What information do you maintain in my file, and can I examine my file?</i></b></p>	<p>We maintain a record of your personal profile including details of your objectives, situation and needs. We also maintain records of any recommendations made to you.</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 enclosed for your information.</p> <p>If you wish to examine your file, please ask us. We will make arrangements for you to do so.</p>
<p><b><i>How can I give you instructions about my Financial Product/s?</i></b></p>	<p>You may tell us how you would like to give us instructions. For example, by telephone, fax or other means such as e-mail.</p> <p>If we provide you with execution related telephone advice, you may request a record of the execution related telephone advice, at that time or up to 90 days after providing the advice.</p>
<p><b><i>How will I pay for the services provided?</i></b></p>	<p>You may pay us a brokers' fee and/or, we may receive a payment called brokerage, which is paid to us by the Financial Product issuer/s.</p> <p>If you are a retail client, we will give you a <i>Statement of Advice</i> containing details of our fees and any payments made to us by a Financial Product issuer/s.</p>

<p><b>How are any commissions, fees or other benefits calculated for providing the financial services?</b></p>	<p>Generally, the payment we receive will be based on the amount you pay. It may vary from one Financial Product issuer to another.</p> <p>For Retail Clients (as defined above) we will tell you about any commissions, fees, and any other benefits, where possible in actual dollar amounts, in the <i>Statement of Advice</i></p> <p>Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will tell you in the <i>Statement of Advice</i> who will receive that fee or commission and the amount they will receive.</p>
<p><b>What should I do if I have a complaint?</b></p>	<p>Contact our client relations officer on (02) 9949 1155 and tell us about your complaint.</p> <p>If your complaint is not satisfactorily resolved within 20 days, please contact Mr Cliff Willenberg at our office or put your complaint in writing and send to him at Mackellar Insurance Brokers Level 3, 345 Pacific Highway North Sydney NSW 2093.</p> <p>Mackellar Insurance Brokers Pty Limited is a member of the Australian Financial Complaints Authority (AFCA). Online: <a href="http://www.afca.org.au">www.afca.org.au</a> Email: <a href="mailto:info@afca.org.au">info@afca.org.au</a> Phone: 1800 931 678 (free call) Mailing address: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001 This is a free service to clients.</p> <p>Mackellar Insurance Brokers Pty Ltd also subscribe to the Insurance Brokers code of Practice. Further information is available from this office on request.</p>

### Contact Details

If you have any further questions about the financial services Mackellar Insurance Brokers Pty Limited provides, please contact us at:

Level 3,345 Pacific Highway  
North Sydney NSW 2060  
Phone (02) 9949 1155