

FINANCIAL SERVICES GUIDE.

AUTHORISED REPRESENTATIVE.

The financial services referred to in this Financial Services Guide (FSG) are offered by:

Resolute Property Protect Pty Ltd

ABN 53 157 850 827

AFS Licence No 425 966

trading as Resolute Property Protect (“we” and “Resolute”)

Phone: 1300 668 033

Resolute is a member of and subscribes to the Insurance Brokers Code of Practice.

Please visit our website to view a copy.

Resolute.
PROPERTY PROTECT

1300 668 033

WWW.RESOLUTEPROPERTYPROTECT.COM.AU

FINANCIAL SERVICES GUIDE

This FSG sets out the services that we are authorised to 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 are authorised to offer you
- > how we, Resolute and others are paid
- > any potential conflict of interest we or Resolute may have
- > Resolute’s internal and external dispute resolution procedures and how you can access them
- > arrangements Resolute have in place to compensate clients for losses
- > the Resolute Privacy Policy

The distribution of this FSG has been authorised by Resolute.

FURTHER INFORMATION WHEN PERSONAL ADVICE IS GIVEN

We will provide you with further information whenever Resolute provides you with advice which takes into account your objectives, financial situation and needs. This information may include the advice Resolute has 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).

Resolute will usually only consider the policies offered by the insurers or insurance providers that it deals with regularly. In giving you advice about the costs and terms of recommended policies Resolute has not compared those policies to other policies available, other than from those insurers it deals with regularly.

PRODUCT DISCLOSURE STATEMENT

If we provide you with a quote or arrange the issue of an insurance policy to you through Resolute 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 policy.

FROM WHEN DOES THIS FSG APPLY?

This FSG applies from 22 March 2017 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.

COOLING OFF PERIOD

A cooling off period may apply to an insurance policy issued to you as a retail client. During the period you may return the policy. Details of your cooling off rights will be included in the relevant PDS.

WHO IS RESPONSIBLE FOR THE FINANCIAL SERVICES PROVIDED?

We are responsible for the general advice and factual information that will be provided to you including the distribution of this FSG. Resolute is responsible for the personal advice in relation to insurance. Resolute hold a current Australian Financial Services License, Number 425 966. The contact details for Resolute are at the front and back of this FSG.

WHAT KIND OF FINANCIAL SERVICES ARE YOU AUTHORISED TO PROVIDE TO ME AND WHAT KIND OF FINANCIAL PRODUCT/S DO THOSE SERVICES RELATE TO?

We are authorised by Resolute to provide general advice on, and to arrange, residential and commercial strata insurance. When providing you with general advice and/or arranging general insurance for you we act as an Authorised Representative of Resolute who are acting as your broker unless you are otherwise advised. We are not authorised to provide personal advice. This means we cannot provide advice that takes into account your personal needs, objectives and financial circumstances. If you require personal advice you can contact Resolute directly.

STRATA INSURANCE

Resolute acts on your behalf when they obtain strata insurance for you. This means that Resolute obtains quotes from insurers for you, and act on your behalf when they arrange or renew your strata insurance, or when they provide advice about your strata insurance.

WHAT INFORMATION DO YOU AND RESOLUTE MAINTAIN IN MY FILE AND CAN I EXAMINE MY FILE?

We and Resolute maintain a record of your personal profile, including details of insurance policies that we arrange for you. Resolute also maintains records of any recommendations or advice given to you. We will retain evidence on your insurance file of any disclosure documentation provided to you. Resolute will also 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.

We and Resolute are committed to adhering to Resolute’s Privacy Policy, developed to protect the privacy and security of your personal information. A copy of Resolute’s Privacy Policy is available on request. A copy is also available on the website, www.resolutepropertyprotect.com.au. Please contact us or Resolute for a copy of its Privacy Policy. If you wish to look at your file please ask us. We will make arrangements for you to do so.

HOW WILL I PAY FOR THE SERVICES PROVIDED?

You can choose to pay by any of the payment methods set out on the invoice. You are required to pay the amount shown within the time set out on the invoice. When Resolute receives your premium it will be banked into a trust account. Resolute retains the commission from the premium you pay and remits the balance to the insurer in accordance with its arrangements with the insurer.

Resolute will earn interest on the premium while it is in the trust account or it may invest the premium and earn a return. Resolute will retain any interest or return on investment earned on the premium. If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, Resolute will retain any fee charged. Resolute may also retain commission depending on the arrangements with the insurer, or charge you a cancellation fee equal to the reduction in commission.

HOW ARE ANY COMMISSIONS, FEES OR OTHER BENEFITS CALCULATED FOR PROVIDING THE FINANCIAL SERVICES?

If your strata insurance is arranged through us, the insurance underwriter may pay a commission of up to 25% of the insurance base premium to Resolute depending on the policy issued. Resolute pays us a commission out of this amount. We receive up to 25% of the insurance base premium. Where the underwriter does not pay a commission, Resolute charges you a fee and shares that fee with us.

Some strata managers may have a minority shareholding in Resolute and receive dividends at the discretion of the board of Resolute, the amount of which is determined in accordance with profit from insurance commission revenue attributable to the strata manager's referrals and introductions allowing for expenses in generating that revenue.

The designated member of our staff that manages your property is paid a salary and does not receive a bonus from Resolute for arranging insurance.

Resolute charges a broker fee on each policy. This fee will be disclosed to you on your quotation.

If you request that Resolute arranges premium funding for you they may be paid a commission by the premium funder. They may also charge you a fee (or both). The commission that Resolute is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges).

Resolute's commission rates for premium funding are in the range of 0% to 2% of funded premium. When they arrange premium funding for you, you can ask us what commission rates Resolute are paid for that funding arrangement compared to the other arrangements that were available to you. The amount of Resolute commission and any fee charged will be set out in the premium funding contract.

If you instruct us to arrange a product, this is when we become entitled to the commission. If we provide you with general advice, you may request further details regarding our commission, before we provide further services to you.

DO YOU OR RESOLUTE HAVE ANY RELATIONSHIPS OR ASSOCIATIONS WITH THE INSURERS WHO ISSUE THE INSURANCE POLICIES OR ANY OTHER MATERIAL RELATIONSHIPS?

Axis Underwriting Services Pty Limited (Axis) is a related entity of Resolute. Axis acts as an underwriter and holds binding authorities with Lloyds of London and various Australian registered insurance companies to arrange certain types of insurance policies on behalf of those insurers.

Resolute may, at times, use the services of Axis in obtaining insurance for clients. We will inform you when we use Axis' services.

Whitbread Associates Pty Limited t/as Whitbread Insurance Brokers is a related entity of Resolute.

Resolute sometimes enters into specific arrangements with a limited number of insurers where we receive fees or other remuneration for the growth of various insurance portfolios. The remuneration we receive from these arrangements varies and is determined by the insurer according to the profitability of the recommended insurance products.

Resolute will only recommend these products where they meet your needs and are in your best interests.

WHAT SHOULD I DO IF I HAVE A COMPLAINT?

- 1 Contact Resolute and tell them about your complaint. They will do their best to resolve it quickly.
- 2 If your complaint is not satisfactorily resolved within 24 hours Resolute will refer the matter to their Complaints Officer. Alternatively you can put your complaint in writing and send it to the Complaints Officer at the Resolute Head Office address noted in this FSG. The Complaints Officer will seek to resolve the complaint within 21 days.
- 3 Resolute is a member of the Financial Ombudsman Service Limited (FOS). If your complaint cannot be resolved to your satisfaction by Resolute you have the right to refer the matter to the FOS. Contact details for FOS are listed below:

Financial Ombudsman Service Limited

GPO Box 3, Melbourne VIC 3001

Phone: 1800 367 287

Fax: (03) 9613 6399

Email: info@fos.org.au

WHAT ARRANGEMENTS DOES RESOLUTE HAVE IN PLACE TO COMPENSATE CLIENTS FOR LOSSES?

Resolute has a professional indemnity insurance policy (PI policy) in place that complies with the requirements of Section 912B of the Corporations Act 2001.

The PI policy covers Resolute, their employees and representatives (including Authorised Representatives) for claims made against them by clients as a result of the conduct by Resolute, their employees and representatives in the provision of financial services.

The insurance (subject to its terms and conditions) will continue to cover claims in relation to employees and representatives who no longer work for Resolute or us but who did at the time of the relevant conduct.

ANY QUESTIONS?

If you have any further questions about the financial services offered, please contact Resolute or us.

Please retain this document for your reference and any future dealings with us or Resolute.

Resolute/Compliance/Strata FSG 2017 V2.0

AUTHORISED REPRESENTATIVE DETAILS:
