



## Financial Services Guide

This Financial Services Guide contains important information about:

- the services we offer you;
- how we and our associates are paid;
- any potential conflict of interest we may have, and
- our internal and external dispute resolution procedures and how you can access them.

**It is an important document. Please read it carefully and keep it in a safe place.**

### LACK OF INDEPENDENCE

#### Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you

We, AMACIS Pty Ltd trading as AMA Insurance Brokers, are not independent, impartial, or unbiased pursuant to section 923A of the Corporations Act because:

- We may receive commission, gifts or other benefits when we provide personal advice to you in relation to insurance products and other financial products;
- We may have associations or relationships with issuers of insurance products and other financial products.
- Further information about these benefits and relationships is set out in this Financial Services Guide.
- If you have any questions about this information, please ask us.

## A guide to our relationship with you and others:

### About us

AMACIS Pty Ltd trading as AMA Insurance Brokers holds Australian Financial Services Licence No 235312 under the Corporations Act 2001 to provide General Insurance Broking services.

AMA Insurance Brokers is a member of the National Insurance Brokers Association. We subscribe to the General Insurance Brokers' Code of Practice.

AMA Insurance Brokers is committed to providing sound advice based upon your needs and our market knowledge.

### We offer a range of services to assist you to protect your assets. These include:

- Reviewing and advising on your insurance needs;
- Arranging and renewing insurance contracts on your behalf;
- Arranging premium funding, if required, and
- Assisting with insurance claims.

### How we will look after your insurance needs

You can provide us with instructions in person, by telephone, by email or in writing.

### Further information when personal advice is given

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	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 ( <b>PDS</b> ), 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 July 1st 2021 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.
Who do we act for	We act on your behalf and in your interest in all matters.
Retail clients	Under The Corporations Act 2001 (The Act) Retail Clients are provided with additional protection from other clients. The Act defines Retail Clients as: Individuals or a manufacturing business employing less than 100 people or any other business employing less than 20 people And that are purchasing the following types of insurance covers: Motor vehicle, home building, contents, personal and domestic, sickness/accident/travel, consumer credit and other classes as prescribed by regulations. Some of the information in this FSG only applies to Retail Clients and it is important that you understand if you are covered by the additional protection provided.
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.
What we expect from you	To enable us to provide the right advice we need you to provide us with complete information about the risk (s) that you face and those that you want to be insured for. You should also tell us about any relevant changes as they occur so that we can review your insurance needs accordingly.
Contractual Liability and 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.
What information do you maintain in my file and 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. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy is also available on our website, <a href="https://www.amainsurance.com.au/">https://www.amainsurance.com.au/</a> If you wish to look at your file, please ask us. We will make arrangements for you to do so.
Complaints	Clients not satisfied with our services should contact our Complaints Officer. We are members of the Australian Financial Complaints Authority (AFCA), a free consumer service. Further information is available from our office, or contact AFCA directly on 1800 931 678 or visit <a href="http://www.afca.org.au">www.afca.org.au</a> . We also adopt the Insurance Brokers Code of Practice.
Compensation	We hold a Professional Indemnity Policy. This policy is designed to pay claims by third parties (including our clients) arising out of our Professional Negligence. The policy extends to cover us for work done for us by representatives/employees after they cease to work for us and satisfies the requirements for compensation arrangements under the section 912B of The Act.
Contact Agreement	To ensure that we provide you with appropriate products and services, you agree to us contacting you to discuss any new products and services. If you do not wish to receive such communications please advise us and we will place you on our Do Not Call Register.

<p>Our sources of income and Important Relationships</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>AMACIS Pty Ltd is a Steadfast Group Limited (<b>Steadfast</b>) Network Broker and the brokerage company and directors may hold shares in Steadfast. As a Steadfast Network Broker we have access to 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.</p> <p>Steadfast has arrangements with some insurers and premium funders (<b>Partners</b>) under which the Partners pay Steadfast a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners.</p> <p>We may receive a proportion of any commission paid to Steadfast by its Partners at the end of each financial year (or other agreed period.)</p> <p>You can obtain a copy of Steadfast's FSG at <a href="http://www.steadfast.com.au">www.steadfast.com.au</a></p> <p>If we arrange premium funding for you, we may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.</p> <p>Our commission rates for premium funding are in the range of 0.5% to 2% 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.</p> <p>AMA Insurance Brokers is owned by AMA Services (WA) Pty Ltd, the ultimate parent company is the Australian Medical Association (WA) Inc. Proceeds from our activities are returned to the Australian Medical Association (WA) Inc to pursue their activities.</p> <p>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 30% of our commission or fees. On some policies a percentage of our remuneration will be returned to the Australian Medical Association(SA), Australian Medical Association(VIC) , Australian Medical Association(ACT) or Australian Medical Association (TAS).</p>
<p>How our representatives are paid</p>	<p>Our employees that will assist you with your insurance needs will be paid a market salary. They may also be eligible for performance bonuses from time to time.</p> <p>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.</p>
<p>Conflicts of interest</p>	<p>As a business we have relationships with and receive income from various third parties as detailed in this FSG. For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you. All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on invoices related to that advice.</p>