

# Financial Services Guide

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

Waveline Investments Pty Ltd (ACN: 162 869 249) (Waveline)

32 Cedric Street, Stirling WA 6021

Tel: 08 9349 7900

Fax: 08 9349 7677

Authorised Representative Number: 439456

Waveline is the authorised representative of:

Sparaxis Pty Ltd (ABN: 44 009 265 105) trading as Centrewest Insurance Brokers (**Centrewest**)

32 Cedric Street, Stirling WA 6021

Tel: 08 9349 7900

Fax: 08 9349 7677

Email: [enquiries@centrewest.com.au](mailto:enquiries@centrewest.com.au)

Web: [www.centrewest.com.au](http://www.centrewest.com.au)

Australian Financial Services Licence (**AFSL**) Number: 245406

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 that are in place to compensate clients for losses.

## 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 me/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 (**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.

<b>From when does this FSG apply?</b>	This FSG applies from 30 September 2013 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.
<b>How can I instruct you?</b>	You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.
<b>Who is responsible for the financial services provided?</b>	Centrewest holds a current Australian Financial Services Licence and is responsible for the financial services that Waveline provides to you, including the content and distribution of this FSG. The contact details for Centrewest are on the front of this FSG.
<b>What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?</b>	Waveline is authorised to advise and deal in general insurance products to wholesale and/or retail clients under Centrewest's Australian Financial Service Licence. We will do this on behalf of your broker unless we tell you otherwise.
<b>Will I receive tailored advice?</b>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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, at the time of any scheduled status review or upon renewal of your insurances.</p>
<b>Contractual Liability and your insurance cover</b>	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.
<b>What information do you maintain in my file and can I examine my file?</b>	<p>Centrewest maintains a record of your personal profile, including details of insurance policies that we arrange for you. Centrewest may also maintain records of any recommendations or advice given to you. Centrewest 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.</p> <p>Centrewest is and we are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of Centrewest's privacy policy is available on request. A copy is also available Centrewest's website, <a href="http://www.centrewest.com.au">www.centrewest.com.au</a>.</p> <p>If you wish to look at your file please ask us. We will arrange for you to do so.</p>

---

**How will I pay for the services provided?**

Payment for the services we provide you are payable directly to Centrewest. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. Centrewest often receives a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to Centrewest by the insurers. In some cases, you will also be charged a fee. These will all be shown on the invoice that is sent to you. You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay Centrewest 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 commission.

When you pay us your premium it will be banked into Centrewest's trust account. Centrewest will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with Centrewest's arrangements with the insurer. Centrewest will earn interest on the premium while it is in their trust account or Centrewest may invest the premium and earn a return. Centrewest will retain any interest or return on investment earned on the premium.

---

**How are any commissions, fees or other benefits calculated for providing the financial services?**

Centrewest's commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = Centrewest 's commission

Y% = the percentage commission paid to Centrewest by the insurer. Centrewest's commission varies between 0% and 30%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Centrewest does not and we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If Centrewest does, Centrewest will pay commissions to those people out of its commission or fees (not in addition to those amounts), in the range of 0% to 50% of its commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary. Other employee remuneration may include bonuses or incentives for achievement of set targets. These achievement or targets may be sales, or the achievement of key performance indicators. The bonuses & incentives are payable annually to the employee, or in some cases when set targets have been achieved.

If we give you personal advice, we will inform you of any fees, commission or other payments we, my/our associates or anyone referring you to me/us (or me/us to any insurer) will receive in relation to the policies that are the subject of the advice.

**Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?**

Centrewest is a Steadfast Group Limited (**Steadfast**) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (**Partners**) under which Steadfast will receive between 0.5 - 1% commission for each product arranged by Centrewest with those Partners. Steadfast is also a shareholder of some Partners.

Centrewest may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).

As a Steadfast Network Broker, Centrewest has access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These member 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](http://www.steadfast.com.au)

If we arrange premium funding for you Centrewest may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that Centrewest is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or changes). If you instruct us to arrange or issue a product, this is when Centrewest become entitled to the commission.

Centrewests commission rates for premium funding are in the range of 0% to 2% of funded premium. When we arrange premium funding for you, you can ask us what commission rates Centrewest 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 set out in the premium funding contract.

Centrewest may also receive a profit share commission from insurers if a particular portfolio of business reaches a certain level of profitability.

---

**What should I do if I have a complaint?**

1. Contact Centrewest and tell Centrewest about your complaint. Centrewest will do their best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 5 working days, please contact Complaints Manager on 08 9349 7900 or put your complaint in writing and send it to the address noted at the beginning of this FSG. Centrewest will try and resolve your complaint quickly and fairly.
3. Centrewest 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 the FOS. The FOS can be contacted at:

Street Address: Level 12, 717 Bourke Street, Docklands 3008

Mailing address: GPO Box 3, Melbourne, VIC 3001

Phone - 1300 780 808 Fax - 03 9613 6399 Email - [info@fos.org.au](mailto:info@fos.org.au)

Website — [www.fos.org.au](http://www.fos.org.au)

---

**What arrangements are in place to compensate clients for losses?**

Centrewest has a professional indemnity insurance policy (**PI policy**) in place. The PI policy covers Centrewest and its representatives (including authorised representatives) for claims made against them by clients as a result of their conduct in the provision of financial services. The PI policy also covers Centrewest for claims relating to the conduct of representatives who no longer work for Centrewest.

---

**Any questions?**

If you have any further questions about the financial services Waveline or Centrewest provides, please contact us. Please retain this document for your reference and any future dealings with Waveline or Centrewest.

---