



FINANCIAL SERVICES GUIDE

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THE FINANCIAL SERVICES REFERRED TO IN THIS FINANCIAL SERVICES GUIDE (FSG) ARE OFFERED BY:

Tenfour Transport Insurance Services (Tenfour) incorporating AusInsure
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Tenfour is a corporate authorised representative of:

Nationwide Insurance Brokers Pty Ltd ABN 49 067 066 371
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Email: nationwide@nationw.com.au

Nationwide Insurance Brokers (Nationwide) hold a current Australian Financial Services Licence No. 234535 and is responsible for the financial services that Tenfour provides to you. Nationwide are also responsible for the content and distribution of this FSG. The distribution of this FSG by Tenfour is authorised by Nationwide.

THIS FSG SETS OUT THE SERVICES THAT WE CAN OFFER YOU AS AN AUTHORISED REPRESENTATIVE OF NATIONWIDE. IT IS DESIGNED TO ASSIST YOU IN DECIDING WHETHER TO USE ANY OF THOSE SERVICES AND CONTAINS IMPORTANT INFORMATION ABOUT:

- the services Tenfour and AusInsure offer you.
- how Tenfour and AusInsure and others are paid.
- any potential conflict of interest Tenfour 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 INFORMATION 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 cover 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 or 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) or short-form PDS, unless you already have an up to date PDS or short-term PDS from the insurer. The PDS or short-form 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 1st April 2011 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 YOU INSTRUCT US?

You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned above..

WHO IS RESPONSIBLE FOR THE FINANCIAL SERVICES PROVIDED?

Nationwide is responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG.

Nationwide hold a current Australian Financial Services Licensee no: 234535. The contact details for Nationwide are shown above.



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

Tenfour & AusInsure are authorised to advise and deal in general insurance products to wholesale and/or retail clients under Nationwide's Australian Financial Service Licence. We will do this on behalf as your broker unless we tell you otherwise.

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 issue insurance policies to 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.

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

Nationwide maintain a record of your personal profile, including details of insurance policies that we arrange for you. Nationwide may also maintain records of any recommendations or advice given to you. Nationwide will retain this FSG and any other FSG given to you as well as any SOA, PDS or short-form PDS that we give or pass on to you for the period required by law.

Nationwide, Tenfour and AusInsure are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of Nationwide's privacy policy is available on request. A copy is also available on Nationwide's website, www.nationwideinsurancebrokers.com.au.

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

HOW WILL I PAY FOR THE SERVICES PROVIDED?

Payment for the services we provide you are payable directly to Nationwide. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. Nationwide often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to Nationwide 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 Nationwide within the time set out on the invoice.

If there is a refund of premium owed to you because of a cancellation or alteration to a policy, we will retain any fee we have charged you. We may also retain commission depending on our arrangements with the insurer.

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

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

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

In this formula:

X = Nationwide's commission

Y% = the percentage commission paid to Nationwide by the insurer. Nationwide's commission varies between 0 and 25%.

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

Tenfour and/or AusInsure will receive between 0 and 75 % of Nationwide's total commission and fees for each policy Tenfour or AusInsure arrange for you.

Any fees that we charge you will be based on either our standard fee structure and/or our minimum level of income to service certain classes of insurance.

Nationwide 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 Nationwide does, Nationwide will pay commissions to those people out of its commission or fees (not in addition to those amounts), in the range of 0 to 75% of its commission or fees.

If we arrange insurance products through Miramar Underwriting Agency Pty Limited (Miramar), Nationwide may qualify for reward points under the Miramar rewards program. The number of points Nationwide earns will depend on the premium paid the Miramar for the insurance products we arrange with them, subject to the minimum threshold. The points may be redeemed for certain goods or flights.

Our employees that will assist you with your insurance needs will be paid a market salary.

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.

See below for information on the Steadfast association and commission.



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

Nationwide Insurance Brokers are 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 product arranged by us with those insurers. These payments are used to operate Steadfast.

Depending on the operating costs of Steadfast (including the costs of member services provided by Steadfast to us and other Steadfast shareholders) and the amount of total business Nationwide place with the participating insurers in any financial year, Nationwide may receive a proportion of that commission at the end of each financial year.

As a shareholder of Steadfast Nationwide have 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 shareholders for a fee.

Steadfast is also a shareholder in Miramar Underwriting Agency Pty Limited (Miramar). As a shareholder, Steadfast may receive dividends from Miramar. These amounts will indirectly contribute towards the benefits Nationwide receive from Steadfast.

Steadfast has a shareholding in Macquarie Premium Funding. If we arrange premium funding with Macquarie Premium Funding for you, under its agreement with Macquarie Premium Funding, Steadfast will receive 0.5% of your insurance premium (including government fees or charges). As an equity shareholder of Macquarie Premium Funding, Steadfast may also receive dividends from profits of Macquarie Premium Funding. The amount of the Steadfast dividend is based on the share of profit attributable to funding arranged by Steadfast shareholders. The payments (commission and dividends) that Steadfast receives from Macquarie Premium Funding are used to operate Steadfast. Depending on the operating costs of Steadfast and the amount of total business we place with Macquarie Premium Funding in any financial year, Nationwide may receive a portion of those amounts at the end of each financial year.

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

If we arrange premium funding for you Nationwide 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 Nationwide become entitled to the commission.

Our commission rates for premium funding are in the range of 0 to 2.5% of funded premium. When we arrange premium funding for you, you can ask us what commission rates Nationwide 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 be set out in the premium funding contract.

WHAT SHOULD I DO IF I HAVE A COMPLAINT?

1. Contact us and tell us about your complaint. We will do our best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 45 days, please contact Peter Freeman on (02) 9634 6600 or put your complaint in writing and send it to him at the Nationwide Insurance Brokers address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. Nationwide 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 the FOS. The FOS can be contacted at:

Street Address: Financial Ombudsman Service, Level 12, 717 Bourke Street, Docklands 3008
Mailing address: Financial Ombudsman Service, GPO Box 3, Melbourne 3001
Phone: 1300 780 808
Fax: 03 9613 6399
Email: info@fos.org.au
Website: www.fos.org.au

WHAT ARRANGEMENTS DO YOU HAVE IN PLACE TO COMPENSATE CLIENTS FOR LOSSES?

Nationwide Insurance Brokers has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers Nationwide 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.

Our PI policy will cover me/us for claims relating to the conduct of former representatives who no longer work for Nationwide.

ANY QUESTIONS?

If you have any further questions about the financial services Tenfour, AusInsure or Nationwide provides, please contact us.

Please retain this document for your reference and any future dealings with Tenfour, AusInsure or Nationwide.