

## FINANCIAL SERVICES GUIDE

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**THE PURPOSE OF THIS GUIDE** - This Financial Services Guide (FSG) has been authorised by Capital Innovation Insurance Group and applies from the 06/01/2020 and will assist you in deciding whether to use any of our services and contains information about the services we offer you, any potential conflicts of interest we may have, how we and our associates are paid and what to do in the event of a complaint.

**RESPONSIBILITY FOR SERVICES PROVIDED** - We are an Authorised Representative (AR) of Capital Innovation Insurance Group, who hold an Australian Financial Services Licence (AFSL) and we are authorised by them to advise and deal in the full spectrum of general insurance products. Capital Innovation Insurance Group are responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG. They are required to meet high standards for: staff training, organisational competence, management expertise, financial control and compliance disciplines. We usually act on your behalf and in your interests in all matters. Sometimes, it may be more appropriate for us to access insurance or manage claims where we act as an agent of the insurer. If and when this situation arises we will explain and highlight this to you.

**OUR SERVICES AND PRODUCTS** We offer a range of services to assist you to protect your assets and guard against unexpected liabilities including reviewing and advising on your insurance needs, identifying risk factors to avoid claims and seeking competitive premium quotations. We can advise and arrange a broad range of insurances on your behalf including: Home Building and Contents, Private and Commercial Motor, Farm, Business Packages, Construction, Liability, Industrial and Professional covers.

**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.

**RETAIL CLIENT ISSUES** - Typically we only provide General Advice to our Retail Clients. General Advice does not take into account your particular needs and requirements and you should consider the appropriateness of this advice to your circumstances prior to acting upon it. We will provide you with a General Advice Warning in such cases. If you are a new Retail Client purchasing Personal Accident or Sickness insurance and obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will give you a **Statement of Advice (SOA)**, that sets out the advice provided and the basis on which the advice is made and our remuneration should you purchase the product. For existing Retail Clients we may not provide an SOA but rather provide the advice to you orally. In such cases you may request us to provide you with a Record of Advice (via phone or in writing) which we will provide to you within 28 days of such request. 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.

If we recommend the purchase of a particular financial product, we will also give you a **Product Disclosure Statement** at that time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

**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 so we may review your insurance accordingly.

**PERSONAL INFORMATION** - The Privacy Act 1988 sets out standards for the collection and management of personal information. With your consent, we will only use your personal information for general insurance services. A copy of our Privacy Policy is available on our website [www.capitalinnovation.com.au](http://www.capitalinnovation.com.au)

**COOLING OFF PROVISIONS** - All retail products are subject to a 14 day 'cooling off period'. This means that if you are not happy with the product, you have 14 days to withdraw from the contract at no cost to you.

**COMPLAINTS AND CLIENT COMPENSATION** - Clients not satisfied with our services should contact Capital Innovation Insurance Group's Complaints Officer. They are members of the Australian Financial Complaints Service (AFCA), a free consumer service. Further information is available from our office, or contact AFCA directly on 1800 931 678 or visit [www.afca.org.au](http://www.afca.org.au), email [info@afca.org.au](mailto:info@afca.org.au) or by mail to Australian Financial Complaints Authority, P O Box 5, MELBOURNE, Vic 3001. They also adopt the Insurance Brokers Code of Practice. Capital Innovation Insurance Group hold a Professional Indemnity Policy which also provides coverage for us. This policy is designed to pay claims by Third Parties (including our clients) arising out of our Professional Negligence. The policy extends to cover Capital Innovation Insurance Group for work done by us after we cease to work for Capital Innovation Insurance Group and satisfies the requirements for compensation arrangements under Section 912B of The Act.

**CAPITAL INNOVATION INSURANCE GROUP'S SOURCES OF INCOME** - When placing your insurance they usually receive a commission from the insurer. The amount varies between 0% and 30% of the base premium you pay. Where a policy is cancelled before the period of insurance has ended CIIG will usually retain the commission on any return premium involved. If you are a Retail Client and we give you Personal Advice, commission amounts will be provided in any SOA or (where an SOA is not required to be provided) included on any relevant invoices. When we give you General Advice, full commission information (including dollar amounts) will be provided on request. Capital Innovation Insurance Group have a set of standard non refundable Broker Fees that they charge you for services such as market research on products available, assessing the claims paying ability of insurers, sourcing alternative quotations and coverage and risk analysis and portfolio co-ordination.

All fees payable for services will be advised to you at or before the time of providing the advice or service.

Capital Innovation Insurance Group may receive additional remuneration from insurers with whom they have profit share or volume bonus arrangements. This remuneration is payable if they meet certain agreed sales and/or profitability targets set by the insurer. If they have profit share arrangements with an insurer that apply to a product we recommend to you and we provide you with personal advice as a Retail Client, we will advise you of this at the time of making any such recommendation. If they have profit share arrangements and we provide you with general advice as a Retail Client you can ask us for details within a reasonable time of the advice being provided. Capital Innovation Insurance Group retain the interest on premiums paid by you that are held in their trust account before paying the insurer.

Capital Innovation Insurance Group Pty Limited 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 – 1.5% commission for each product arranged by Capital Innovation Insurance Group Pty Limited with those Partners. Steadfast is also a shareholder of some Partners.

As a Steadfast Network Broker, Capital Innovation Insurance Group Pty Limited 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 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 you pay by credit card we may charge you a credit card (incl. arrangement & handling) fee, which is disclosed and shown separately on our invoices, they are non refundable. This fee covers the cost of bank charges etc. associated with such facilities. Premium funding products enable you to pay your premiums by installments. Premium funders do charge interest. We can arrange premium funding if you require it. We may receive a commission based on a percentage of the premium from the premium funder for doing so. We will tell you the basis and amount of any such payment if you ask us.

**HOW WE ARE PAID** - We receive between 60% and 80% of Capital Innovation Insurance Group's income that is generated by our clients, including income from profit share or volume bonus arrangements. If a person has referred you to us, we may pay them a part of any fees or commission received. If you are a Retail Client and receive Personal Advice remuneration details will be disclosed in the SOA or invoices related to the advice, if we provide you with General Advice you can ask us for details within a reasonable time of the advice being provided.

**CONFLICTS OF INTEREST** - 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 the invoices related to that advice.

**CONTACT AGREEMENT** - To ensure that we provide you with appropriate products and services, you agree to us calling you at our discretion to discuss new products and services. If you do not wish to receive such calls please advise us and we will place you on our Do Not Call Register.

**HOW TO CONTACT US** – You are able to contact us by phone, in writing, by fax, email or in person.

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