



FINANCIAL SERVICES GUIDE (FSG)

The financial services referred to in this financial services guide ('FSG') are offered by Dawes Underwriting Australia Pty Ltd trading as Dawes Motor Insurance (ABN 18 050 289 506) ('Dawes').

Listed below are the contact details for Dawes:

Street Address: Level 5, 99 Bathurst Street, Sydney NSW 2000

Postal Address: PO Box A2016, Sydney South NSW 1235

Phone: 1300 188 299

Fax: +61 2 9307 6699

Website: www.dawes.com.au

Email: insure@dawes.com.au

All references to 'we', 'us' or 'our' in this FSG are references to Dawes unless specified otherwise.

Dawes is the Authorised Representative of SGUAS Pty Ltd (ABN 15 096 726 895) ('SGUAS'). Listed below are the contact details for SGUAS:

Street Address: Level 5, 99 Bathurst Street, Sydney NSW 2000

Postal Address: PO Box A2016, Sydney South NSW 1235

Phone: +61 2 9307 6600

Fax: +61 2 9307 6699

Website: www.steadfastagencies.com.au

SGUAS holds a current Australian Financial Services Licence No.: 234437 and is responsible for the financial services that Dawes provides to you. Dawes' Authorised Representative No. is 342982. SGUAS is also responsible for the content and distribution of this FSG. The distribution of this FSG by Dawes is authorised by SGUAS.

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; 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; and arrangements that are in place to compensate clients for losses.

Any financial services provided in accordance with this FSG will only relate to products arranged by Dawes pursuant to SGUAS' AFSL.

This guide is an important document. Please read it carefully and keep it in a safe place for your reference and for any future dealings with us.

From when does this FSG apply?

This FSG applies from 1 May 2017 and remains valid unless a further FSG is issued to replace it.

How can you instruct us?

You can contact us to give instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.



Who is responsible for the financial services provided?

SGUAS holds a current Australian Financial Services Licence No.: 234437 and is responsible for the financial services that Dawes provides to you.

What kinds of financial services are we authorised to provide and what kinds of financial products do those services relate to?

Dawes is authorised pursuant to SGUAS' AFSL to deal in and provide financial advice in relation to general insurance products for retail and wholesale clients.

To assist in your decision making, we will give you information about the insurance product by providing you with a Product Disclosure Statement ('PDS'). The PDS is an important document. You should carefully read the PDS to decide if the product features suit your objectives, financial situation and needs before making a decision about the insurance product. Please keep the PDS in a safe place for your reference and for any future dealings with us.

In some cases, we may make a general recommendation or give an opinion about the insurance products ('General Advice'). We do this without consideration of your specific individual objectives, financial situation or needs. This is a General Advice service. We do not provide any advice on whether other products may be more appropriate for your needs or which of the product options may be best for you.

You need to consider the appropriateness of any information or General Advice we give you, having regard to your specific individual objectives, financial situation or needs before acting on it.

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 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.

Who do we act for?

When we provide financial services to you, we will not be acting on your behalf. This is because we are underwriting agents. When we distribute insurance products, we are acting under a binding authority given to Dawes as an Authorised Representative of SGUAS by the insurer who underwrites the insurance cover. This binding authority allows us to accept your application for insurance as if we were the insurer. This means that we represent and act for the insurer and not for you.

General Insurance Code of Practice

We support the General Insurance Code of Practice. The Code is designed to raise the standard of practice and service in the general insurance industry.

For further information about the Code, please go to www.codeofpractice.com.au or contact us.

What information do we maintain in your file and how can you access it?

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

If you apply for one of Dawes' insurance products, we will collect information from you or the purpose of us deciding whether to arrange insurance for you, and if so, on what terms. If we agree to issue the relevant



insurance, we will use the information to manage rights and obligations under the insurance product.

We do not trade, rent or sell your information.

You can request details of the information we hold about you at any time.

Our privacy officer can be contacted on +61 2 9307 6656 or by writing to the privacy officer at:

Postal Address: PO Box A2016, Sydney South NSW 1235

Fax: +61 2 9307 6699

Email: privacyofficer@steadfastagencies.com.au

For a full privacy collection statement, please refer to the PDS. To access our privacy policy, please go to www.dawes.com.au

If you wish to examine your file or have a copy of this privacy policy sent to you, please ask us. We will arrange for this to occur.

We will retain this FSG and any other FSG given to you as well as any PDS that we give or pass on to you for the period required by law.

How we are remunerated

How will you pay for the financial services provided?

Payment for the services we provide you is payable directly to us. When we issue you with an insurance product, we charge a premium, on behalf of the insurer, based on the risk profile you offer us. The total amount you pay is the premium plus any relevant taxes, charges and levies. We will receive a payment based on a percentage of the premium (excluding relevant taxes, charges and levies) called commission of up to 25%, which is paid to us by the insurer. In some cases, you will also be charged other fees issued by us (including an Administration Fee, Endorsement Fee, a Cancellation Fee and a credit card surcharge) which are referred to below. All fees will be shown on the tax invoice.

You can choose to pay for our services by any of the payment methods set out in the tax invoice. You are required to pay us, on behalf of the insurer, 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, we, on behalf of the insurer, will retain any fees charged to you. We will also retain commission depending on our arrangements with the insurer.

When you pay us your premium it will be banked into our trust account prior to being remitted to the insurer's trust account, net of any commission payable to us. We will retain the commission from premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We may earn interest on the premium while it is in our trust account. We will retain any interest earned on the premium.

How are commission, fees or other benefits calculated for providing the financial services?

Commission

Our commission will be calculated based on the following formula:

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

In this formula:

$$X = \text{Dawes commission}$$



Y = the percentage commission paid to Dawes by the insurer

P = the amount you pay for any insurance policy (less any relevant taxes, charges and levies)

See below for information on the Steadfast association and commission.

Other fees include:

Administration Fee

In some circumstances, we may charge you an Administration Fee of up to \$550 inclusive of GST. The Administration Fee is noted on the tax invoice and is referred to in the PDS. We can tell you the exact fee at the time you contact us. Such fees include meeting our costs of preparation and distribution of documentation.

The Administration Fee applies to each policy issued or renewed through us.

The Administration Fee is not refundable in the event of cancellation unless the insurance policy is cancelled either within the cooling-off period or is a full term cancellation.

Credit Card Surcharge

A credit card processing fee will apply on all credit card transactions. We apply a surcharge up to 0.9% inclusive of GST of the total cash amount depending on the type of credit card used. The percentage payable will be shown on the tax invoice. The credit card processing fee is not refundable in the event of cancellation.

Cancellation Fee

You may cancel your policy at any time. If you choose to cancel your policy, we will retain portion of premium that relates to the period for which you have been insured. We will refund the residual for the unexpired period less the Cancellation Fee of \$22 inclusive of GST and any other non refundable fees provided that no event has occurred where liability arises under the policy.

Endorsement Fee

Any change that results in an additional premium to your policy throughout the period of insurance may incur an Endorsement Fee of \$22 inclusive of GST and will be shown on the tax invoice and is referred to in the PDS. The Endorsement Fee is not refundable in the event of cancellation.

Remuneration of employees

Dawes and SGUAS employees assisting you with your insurance needs will be paid a market salary and may earn a cash bonus or other incentives based on achievement of a broad range of goals, including financial targets.

Associations

Dawes and SGUAS are wholly owned subsidiaries of Steadfast Group Ltd (ABN 98 073 659 677) ('SGL').

Dawes and SGUAS have access to shared services from SGL, including compliance tools, manuals and training as well as legal, banking and group purchasing arrangements. These services are funded by SGL, subsidised by SGL or SGL receives a fee for them.

SGL has exclusive arrangements with some insurers under which SGL may receive between 0.5% – 1.5% commission of the base premium paid (excluding government charges) for some products arranged by us and SGUAS with the insurer of those products. SGL may share part of that commission with SGUAS or Dawes. SGL's FSG is available at www.steadfast.com.au or on request by telephoning SGL's Company Secretary on +61 2 9495 6500.



What is your duty of disclosure obligation?

In accordance with the *Insurance Contracts Act 1984* (Cth) you have a duty of disclosure. For the full wording of your duty of disclosure, please refer to the PDS.

What arrangements do we have in place to compensate clients for losses?

SGUAS has a professional indemnity insurance policy (PI policy) in place.

The PI policy covers SGUAS and Dawes for claims made against SGUAS and Dawes as a result of the conduct of SGUAS and Dawes or conduct by employees (or former employees) in the provision of financial services.

What should you do if you have a complaint?

If you make a complaint regarding our services, we will do everything we can to try to resolve it as quickly and fairly as possible.

You can make a complaint by contacting us on +61 2 9307 6653 or writing to us at:

Postal Address: PO Box A2016, Sydney South NSW 1235

Fax: +61 2 9307 6699

Email: servicefeedback@steadfastagencies.com.au

We will provide a response in writing within 15 business days unless further time is required (e.g. insufficient information), in which case we will provide a response as soon as possible.

If your complaint can not be resolved to your satisfaction by us, you have the right to refer the matter to the Financial Ombudsman Service Australia (FOS Australia). They can be contacted on 1800 367 287 (or 1800 FOS AUS), in writing to GPO Box 3, Melbourne VIC 3001 or via their website at www.fos.org.au

For our full complaints process please go to the following site: <http://steadfastagencies.com.au/wp-content/uploads/2016/02/Complaints-and-Dispute-Resolution-Process-Non-Lloyds.pdf>. Or request a hard copy.

More information

If you have any further questions about the financial services we provide, please contact us.

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

This FSG was prepared on 7 April 2017.

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