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## Financial Services Guide

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The Financial Services covered by this  
Financial Services Guide are provided by:

Millennium Underwriting Agencies Pty Ltd  
1 Alexandra Avenue  
ROSE PARK SA 5067

Our ABN number is 38 079 194 095

Australian Financial Services  
Licence No: 246721

This guide is designed to assist you in  
deciding whether to use the financial services  
offered by us. It contains important information  
about:

- the services we offer you
- how we and our associates are paid
- how we manage any potential conflicts of  
interest
- 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.

In most cases where your insurance broker  
recommends or arranges to issue you a  
particular general insurance product, he/she  
will give you a Product Disclosure Statement  
(PDS) or policy book issued by the product  
issuer of that product. The PDS or policy book  
is designed to give you important information  
on the features, benefits and risk of the policy  
to assist you in making an informed decision  
about whether to buy the product or not. It  
may be more than one document.

## A guide to our relationship with you and others

### 1) *What services can we provide?*

We are an Australian Financial Services  
Licensee and are licensed under the  
Corporations Act to deal in general insurance  
products.

There are a wide range of general insurance  
policies we can arrange. These include, but are  
not limited to, the following general insurance  
policies for retail clients:

- Home Building Insurance
- Home Contents Insurance
- Motor Vehicle Insurance
- Sickness and Accident Insurance
- Farm Insurance
- Strata / Community Corporation Insurance

**General Advice Warning:** Where you have  
been provided with general advice, that is  
advice that does not take into account your  
objectives, financial situation or needs, you  
need to consider the appropriateness of that  
general advice in light of your personal  
circumstances before acting on the advice.  
You should obtain a copy of the PDS or policy  
book for the product discussed before making  
any decision. Please contact your insurance  
broker for a copy of the PDS or policy book.

## **2) What information do we maintain about you and how can you access it?**

We maintain a record of your personal profile. That record contains information about insurance policies that we have arranged for you.

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

Please contact our privacy officer during normal business hours on (08) 8291 2300 for a complete copy of our privacy policy or for further information

If you wish to access your file, please ask us.

## **3) Do we have any relationships or associations with product issuers or related bodies corporate which might influence our service or advice?**

We have an association with MGA Insurance Brokers Pty Ltd ABN 29 008 096 277. MGA Insurance Brokers Pty Ltd and Millennium Underwriting Agencies Pty Ltd have some common directors and a proportion of the shares of each Company have common ownership. MGA Insurance Brokers Pty Ltd are members of the Austbrokers Group and Austbrokers have an equity interest in their business.

## **4) How do we manage conflicts of interest?**

We take any potential conflicts of interest seriously and have a Conflict of Interest Policy, which we and our representatives must comply with. Compliance is audited on a regular basis.

## **4) How do we manage conflicts of interest? (cont)**

Conflicts of interest are circumstances where some or all of your interests as our client, are or may be inconsistent with, or diverge from, some or all of our interests.

Our procedures and training are all designed to properly manage any conflict of interest and we treat these very seriously.

## **5) How can you give us instructions?**

Please contact your insurance broker should you wish to provide us with instructions about any general insurance product to which this FSG relates. Your insurance broker will contact us with those instructions.

## **6) How we get paid for the services provided (our remuneration).**

We retain an underwriting agency fee. This is calculated as a percentage of the base premium (i.e. excluding stamp duty, fire service levy and any other government charges or taxes). The rate of the fee ranges between 0-7.5%.

The insurer may also pay a commission to the insurance broker that has arranged your insurance with us. This is calculated as a percentage of the base premium (i.e. excluding stamp duty, fire service levy and any other government charges or taxes). The rate of the commission ranges between 0-25%.

## **6) How we get paid for the services provided (our remuneration) (cont)**

Some insurers may provide sponsorship support for conferences.

Our staff receive an annual salary that may include bonuses based on performance criteria and achievement of company goals.

From time to time we and our representatives may also receive what are commonly referred to as “soft dollar benefits” from product issuers and other financial service providers we deal with. These can include entertainment (e.g. lunches, sporting events, movies etc), conferences, (e.g. attendance at a product issuer conference or sponsorship of our annual conference by a product issuer), accommodation, travel, business tools (e.g. software) gifts (e.g. product issuer or service provider branded promotional items and other occasional small gifts such as bottles of wine or hampers on special occasions etc). These benefits are provided by a wide range of product issuers and service providers. In most cases they relate to our development of an understanding of the product issuer and service provider and their product ranges and practices etc.

## **7) Cooling off Period.**

A cooling off period may apply to an insurance policy issued to you as a retail client. During the period you may return the policy. Details of your cooling off rights will be included in the relevant Product Disclosure Statement.

### **8) What should I do if I have a complaint?**

If you have any complaints about the service provided to you, you should take the following steps.

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 24 hours, please contact the Compliance Officer on telephone number (08) 8291 2300 or put your complaint in writing and send it to the

The Complaints Officer at:

Millennium Underwriting Agencies Pty. Ltd. In  
PO Box 309 KENT TOWN SA 5071

Please mark the envelope "Notice of Complaint". We will try and resolve your complaint quickly and fairly.

3. If the complaint can't be resolved to your satisfaction within 20 business days, you have the right to refer the matter to the Financial Ombudsman Service (FOS). We will provide you with further details about FOS upon lodging your dispute with us, or at any time upon your request.

Alternatively, if your policy is underwritten by Lloyd's and you are not satisfied with the result of our process as outlined above, the Internal Disputes Resolution Committee at Lloyd's will completely review your complaint. We will provide you with further details of this option upon request.

4. If your claims dispute is still not resolved to your satisfaction you may refer the matter to the Financial Ombudsman Service (FOS).

### **8) Misstatement of Premium**

We try to tell you the correct amounts of premium and statutory charges that apply to your insurance. In the event that we misstate that amount (either because we have made an unintentional error or because a third party has misstated the amount), we reserve the right to correct the amount. Where permitted by law, you shall not hold us responsible for any loss that you may suffer as a result of any such misstatement.

### **9) Professional Indemnity Insurance Arrangements**

We and our representatives are covered under professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act.

The insurance (subject to its terms and conditions) will continue to cover claims in relation to our representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

If you have any further questions about this financial services guide please contact us on phone number (08) 8291 2300.

Retain this document for your reference and any future dealings with Millennium Underwriting Agencies Pty. Ltd.

Millennium Underwriting Agencies Pty. Ltd.

MIL FSG-V4- 07/10