GRANGE INSURANCE SOLUTIONS PTY LTD
ABN 16 115 775 141, ACN 115 775 141, AFSL 292523
Level 1, Unit 5, 375 Charles Street,
NORTH PERTH, WA 6006
PO Box 624, Mt Hawthorn, WA, 6915

Ph: (08) 9201 8000 Fax: (08) 9201 8077
email: info@grangeinsurance.com.au
website: www.grangeinsurance.com.au

Financial Services Guide

This document 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 our associates are remunerated
- any potential conflict of interest we may have
- our internal and external dispute resolution procedure
- arrangements we have in place to compensate clients for losses

You should also be aware that you are entitled to receive a "Statement" outlining information about remuneration and/or other benefits we may receive and any interests or associations we may have that may influence us in providing this advice. This information is disclosed on your Tax Invoice.

If we arrange personal sickness and accident insurance for you, you will also receive a Statement of Advice (SOA). This SOA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may have influenced the advice.

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. We undertake a review of all insurers with which we deal with regularly on an annual basis. When considering the renewal of your insurance policy, we will only seek additional quotes where the premium quoted by your current insurer is greater than 10% of the prior year premium.

Product Disclosure Statement
If we offer to arrange a ***retail insurance policy*** for 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.

From when does this FSG apply?	This FSG applies from 22 August 2011 and remains valid until a further FSG is issued to replace it.
How do I instruct Grange?	You can give us instructions by any practical means including phone, fax or e-mail; we do however recommend written advice be provided.
Who is responsible for the financial services provided?	Grange 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. Grange holds a current Australian Financial Services Licensee no: 292523
Does Grange have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?	Grange has no contractual arrangements with any insurers. Grange may receive a performance based incentive, which may vary over time according to the volume and mix of business we place with Insurers. Grange may also receive financial, marketing and training assistance from the Insurers. Grange is a parent company of CCM Insurance Group Pty Ltd. As a result, the directors are entitled to profit share arrangements. Grange is a member of IBNA and 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 IBNA, subsidised by IBNA or available exclusively to shareholders for a fee. IBNA has exclusive arrangements with some insurers under which IBNA will receive between 0.5 - 1% commission for each product arranged with those insurers. Dependent on the total business with participating insurers in any financial year, we may receive a proportion of that commission at the end of each financial year.
What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?	Grange is authorised to provide advice and deal in general insurance products to wholesale and retail clients. We will do this for you as your broker unless we tell you otherwise. In particular we offer these services for the following products but not limited to: **Retail Products** Motor Vehicle Insurance Householders Insurance Personal & Domestic Property Insurance Travel Insurance Personal Accident & Illness Insurance **Wholesale Products** Business Pack Insurance Workers Compensation Insurance Broadform Liability Insurance Trades Pack Insurance Industrial Special Risks Insurance All Liability Classes
Will I receive tailored advice?	Yes you will, but not necessarily in all cases. We may need information about your personal objectives, details of your current financial situation and any other relevant information, so that we can arrange insurance policies for you or to give you advice about your insurance needs. In some cases we will not ask for any of this information e.g. general advice. 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 your Tax Invoice or any other warnings that we give you carefully before making any decision about an insurance policy.
Material changes	You must also notify your insurer of any significant changes which occur during the period of insurance. If you do not, your insurances may be inadequate to fully cover you.

How will I pay for the services provided?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in some cases we will also charge you a fee. These will all be shown on the invoice that we send you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.

In the event that the policy is cancelled by you or altered before the period of insurance ends, we will retain the commissions paid by the insurer or any fees paid by you.

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

Our brokerage will be calculated based on the following formula:

X = Y% x P

In this formula:

X = our brokerage, Y% = the percentage brokerage paid to us by the insurer.

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

Any fees that we charge you will be included in the total shown, which is based upon the time and complexity involved in arranging your insurance. Our representatives that will assist you with your insurance needs will be paid a market salary and may from time to time receive a bonus. Directors will also be paid a dividend.

The range of commission paid by the insurer is illustrated below and is dependant upon the product type and the insurer. This will typically be as follows:

Retail Products		**Wholesale Products**	
Motor Vehicle	0 – 12 5%	Workers Compensation	0 – 5%
Home & Contents	0 – 25.0%	All other wholesale products	0 – 25%
Personal Accident	0 – 22.5%		
Pleasure Craft	0 – 20.0%		
Travel	0 – 30.0%		

What additional Benefits we may receive?

Sunrise

We may be entitled to receive additional commissions where we use electronic data interface (Sunrise) to process your policy with certain underwriters. Where this is the case the amount will be included in the commission declared on your Tax Invoice.

Premium Funding

If we arrange premium funding for you we 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). We may receive the commission as an advance payment from the premium funder.

Our commission rates for premium funding are in the range of 0% - 2% of funded premium. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to other arrangements that were available to you.

In addition to this commission payment, we may be entitled to receive an overrider of between 0% - 1% of your premium, depending upon the total amount of premium we fund with providers. We may also receive an incentive payment from the premium funder for marketing purposes.

In the event of cancellation of a premium funded policy, the premium funder will determine if there are any outstanding payments payable by you. Otherwise, the returned premium from the insurer will be forwarded to you (less any fees or charges resulting from cancellation of policy). Commissions received as a result of premium funding will not be returned to you when a policy is cancelled.

Other Benefits

From time to time our advisers may receive certain 'hospitality benefits' (such as tickets to sporting events, movies, meals, bottles of wine, hampers). The receipt of these benefits is not based upon the volume of business placed with the provider but is more of an ad hoc reward. The maximum value of these during the year is unable to be determined. However, the details of such benefits so far received are able to be viewed on a specially maintained Register. Please ask your adviser if your wish to view our register.

You have a right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representative.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile, including details of insurance policies that we arrange for you. We also maintain records of any recommendations or advice given to you. We will retain this FSG as well as any SOA and/or Disclosure document or PDS that we give to you.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request.

If you wish to review your file please ask us and we will make arrangements for you to do so.

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 7 days, please contact Ken Cook on 9201 8088 or put your complaint in writing and send it to Grange at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. Grange is a member of the Financial Ombudsman Service (FOS). If your complaint cannot be resolved to your satisfaction by us after 45 days, you have the right to refer the matter to FOS. You can contact FOS on 1300 780 808, fax 03 9613 6399 or via email at info@fos.org.au. The postal address for FOS is GPO Box 3 Melbourne VIC 3001 and website www.fos.org.au

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

Grange has a professional indemnity insurance policy (PI policy) in place. The PI policy covers us and our representatives (including our authorised representatives) for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives in the provision of financial services. Our PI policy cover us for claims relating to the conduct of representatives who no longer work for us.

Any questions?

If you have any further questions about the financial services provided by Grange, please contact us.