

FINANCIAL SERVICES GUIDE FINANCIAL SERVICES GUIDE FINANCIAL SERVICES GUIDE

Who provides the financial services referred to in this FSG?

The financial services referred to in this financial services guide (FSG) are offered by

Authorising Licensee:

Kingsbridge and Eagle General Insurance Brokers
Pty Limited (Kingsbridge and Eagle)
ABN : 38 119 008 301
Australian Financial Services Licence No: 306931

Authorised Representative:

Kingsbridge and Eagle Pty Limited (Authorised Representative)
ABN : 78 089 906 525
ASIC Authorised Representative No: 309773

For the purposes of this FSG the term 'we' or 'us' or 'our' are references to both Kingsbridge and Eagle and the Authorised Representative, and unless otherwise stated, to the individuals employed by Kingsbridge and Eagle and the Authorised Representative.

About this FSG

This FSG has been prepared to inform you of the financial services offered by Kingsbridge and Eagle and the Authorised Representative and contains information about the services we can offer you, how we and others are paid, any potential conflict of interests we may have and explains associations or relationships that could influence Kingsbridge and Eagle and the Authorised Representative when they provide you with financial services. It is designed to assist you in deciding whether to use any of the services provided and contains important information about the financial services offered including details of how complaints are dealt with and how you may access our internal and external dispute resolution procedures.

Please retain this document for your reference and any future dealings with Kingsbridge and Eagle and the Authorised Representative.

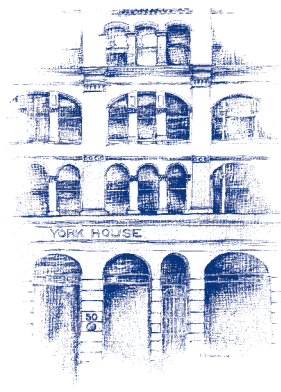
From when does this FSG apply?

This FSG applies from 20 March 2007 and remains valid unless another FSG is issued to replace it. It is issued with the consent of Kingsbridge and Eagle. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

What financial services do Kingsbridge and Eagle and the Authorised Representative provide?

Kingsbridge and Eagle is authorised to provide financial product advice on, and to deal in, general insurance products. We offer a range of services to assist you to protect your assets. These include:

- Reviewing and advising on your general insurance needs;
- Arranging and renewing general insurance on your behalf;
- Assisting you with general insurance claims;
- Risk Management Consulting Services; and
- Claims Management Services.



We will do this as your broker unless we tell you otherwise. Sometimes we will act under a binder or agency from the insurer. When we act under a binder or agency we will be acting as the agent of the insurer. This means that we represent and act for the insurer, not for you. We will tell you when we act under a binder or agency to arrange your insurance or advise you about your insurance needs.

The Authorised Representative has been authorised by Kingsbridge and Eagle to provide scripted general financial product advice on general insurance products and to refer potential clients to Kingsbridge and Eagle for any further financial services that they may require.

What advice does the Authorised Representative provide?

When one of the employees of the Authorised Representative provides you with advice about the product, it will be general advice. This means that the advice will not take into account your objectives, financial situation or needs. The general advice will only take into account the cost and terms of the product offered by Kingsbridge and Eagle.

Further information when personal advice is given

Kingsbridge and Eagle 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 Kingsbridge and Eagle has given you, the basis of the advice 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 Kingsbridge and Eagle 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 will not have compared those policies to other policies available, other than from those insurers Kingsbridge and Eagle deals with regularly.

Product Disclosure Statement

If Kingsbridge and Eagle offers 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-form 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.

How can you instruct us?

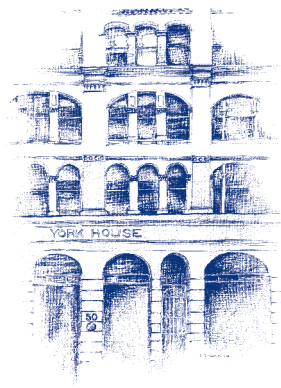
You can contact us to give us instructions by post phone, fax or email on the contact number or details mentioned on page 7 of this FSG.

Who is responsible for the financial services provided to you?

Kingsbridge and Eagle is responsible for the financial services that it and its representatives provide to you and through you to your family members, including the distribution of this FSG. Kingsbridge and Eagle is responsible for the financial services that will be provided to you on its behalf by the Authorised Representative and its employees.

Who will be providing the financial services?

The individual assisting you is either a director or a salaried employee of Kingsbridge and Eagle and has the same



authorisations to act on behalf of Kingsbridge and Eagle or is a director or a salaried employee of the Authorised Representative and has the same authorisations as the Authorised Representative.

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 is Authorised Representative's relationship to Kingsbridge and Eagle?

When the Authorised Representative and its directors and employees provide the financial services, the services will be provided on behalf of Kingsbridge and Eagle. This means that the Authorised Representative and its directors and employees will be acting as agents of Kingsbridge and Eagle.

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.

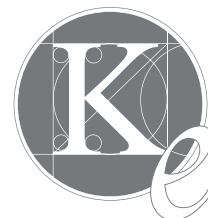
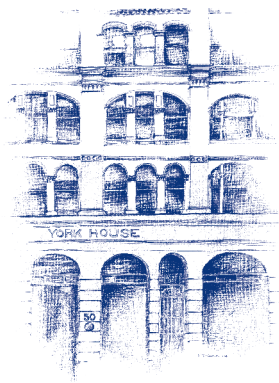
If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, we will retain any fee we have charged you. We may also retain commission depending on our arrangements with the insurer.

When you pay us your premium it will be banked into 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 the investment earned on the premium.

Terms of Payment

Invoices

We will invoice you for the premium, statutory charges. (eg. Stamp duty, fire services levy, etc) and any fees we charge for arranging your insurances. You must pay us within 14 days of the date of the invoice, or in the case of a renewal, before the expiry date of the contract of insurance. If you do not pay the premium on time, the insurer may cancel the insurance and you will not be insured. The insurer may also charge a short-term penalty premium for the time of risk.



Premium Funding

Premium funding products enable you to pay your premiums by instalments. Although they do not usually require any security, premium funders do charge interest. We can arrange premium funding on your behalf 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 before or at the time of premium funding is arranged.

Cancellation

We cannot cancel a contract of insurance without written instructions from a person(s) who is authorised to represent each of the parties who are named as insureds in the contract of insurance. We cannot cancel any contract of insurance, which is subject to the Marine Insurance Act 1909.

If a contract of insurance is cancelled before expiry of the period of insurance, we will refund the net premium we receive from your insurer. We will not refund our fees or commissions for arranging the insurance.

How are any commissions, fees or other benefits calculated?

The relevant insurers may pay us commission when we arrange insurance on your behalf. As a general rule, the insurer will pay us an amount based on a percentage of the premium. If we accept a commission, we may also charge you an arrangement fee.

Our commission may be calculated based on the following formula: **$X = Y\% \times P$** .

X = our commission. Y% = the percentage commission paid to us by the insurer. Our commission varies between 7.5% and 20%.

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

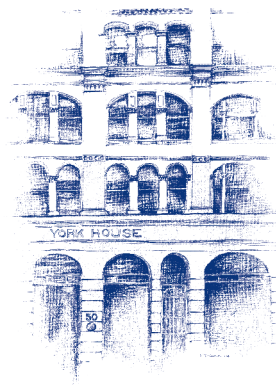
Any fees that we charge you will be advised accordingly.

Alternatively, we may rebate all commissions to you and charge you a fee based on the nature of the service we provide.

We do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), up to 30% of our commission or fees.

Our employee 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.



Do you have any other material relationships?

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). If you instruct us to arrange or issue a product, this is when we become entitled to the commission. Our commission rates for premium funding are in the range of 1% to 3% 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 the other arrangements that were available to you.

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

Kingsbridge and Eagle will maintain a record of your personal profile, including details of insurance policies that we arrange or issue for you. We may also maintain records of any recommendations or advice given to you. We 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.

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. A copy is also available on our website.

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

What should I do if I have a complaint?

If you have an enquiry or complaint about the financial services provided to you by us please contact Kingsbridge and Eagle on the contact details set out below. If your complaint is not satisfactorily resolved within 5 working days please contact the Complaints Manager or put your complaint in writing and send it to the address below. We will try and resolve your complaint quickly and fairly.

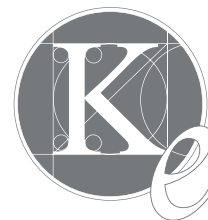
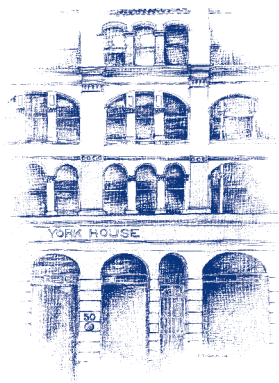
Kingsbridge and Eagle is a member of the Insurance Brokers Dispute Scheme (IBD) deals with complaints about general insurance brokers. If your complaint cannot be resolved to your satisfaction, you have the right to refer the matter to IBD at no cost to you. IBD can be contacted on 1800 064 169.

Can you tell me about your compensation arrangements?

We are required to have professional indemnity insurance that is adequate taking into account: the limits of the external dispute resolution bodies that we belong to; and the features of our business. Our policy covers us for claims you make against us for breaches of our professional obligations. This may include situations where we negligently recommend or arrange a product that does not suit your needs.

Our policy covers us for a maximum of \$2M per claim and \$6M for all claims in the policy year. Under our policy we must bear the first \$5000 of any claim.

Our policy may not cover us for all claims that may be made against us. Like any other insurance policy, cover is subject to the terms, conditions and exclusions in the policy.



Important information

Duty of Disclosure

In order to make an informed assessment of the risk and calculate the appropriate premium, your insurer needs information about the risk you are asking it to insure. For this reason, before you enter into a contract of insurance, you have a duty under the Insurance Contracts Act 1984 to disclose to your insurer every matter that you know, or could reasonably be expected to know, is relevant to the insurers decision whether to accept this risk and, if so, on what terms. The duty also applies when you renew, extend, vary or reinstate a contract of insurance. You do not have to disclose anything that:

- Reduces the risk to be undertaken by the insurer
- Is common knowledge
- Your insurer knows, or in the ordinary course of business ought to know
- If the insurer has waived your obligations to disclose

If you do not comply with your duty of disclosure, your insurer may be entitled to reduce its liability in respect of a claim or may cancel your contract of insurance. If the non-disclosure was fraudulent, the insurer may be able to avoid (or cancel) the contract of insurance from its beginning. This would have the effect that you were never insured.

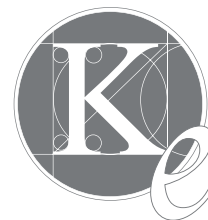
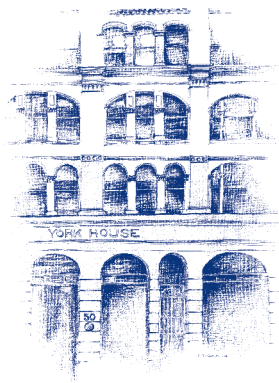
One important matter to be disclosed is the history of losses suffered by the person(s) or entity seeking insurance. As you are responsible for checking that you have made complete disclosure, we suggest that you keep an up to date record of all such losses and claims. If you have any questions about whether information needs to be disclosed, please contact us.

Cooling off period – Retail insurance only

If you decide that you do not need a contract or retail insurance which has been arranged on your behalf, you have a minimum of 14 days from the earlier of the date you receive confirmation of the contract and the date it was arranged to change your mind. You must tell the insurer in writing that you wish to return the insurance contract and have the premium repaid. If you do so, the insurance contract will be terminated from the time you notified the insurer and the premium will be returned. The insurer may retain a reasonable administration and transaction cost and a short-term premium. You cannot return the contract of insurance if it has already expired or if you have made a claim under it.

Privacy

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We only provide your information to the insurance companies with whom you choose to deal (and their representatives). We do not trade, rent or sell your information. You can check the information we hold about you at any time. For more information about our Privacy Policy, ask for a copy or visit our website www.kingsbridgeandeagle.com.au



Sums insured - Average and Co-Insurance

Some insurance contracts require you to bear a proportion of each loss or claim if the sum insured is inadequate to cover the amount of the loss. These provisions are called average or co-insurance clauses. If you do not want to bear a proportion of any loss, when you arrange or renew your contract of insurance, you must ensure that the amount for which you insure is adequate cover the full potential of any loss. If you insure on a new for old basis, the sum insured must be sufficient to cover the new replacement cost of the property.

Interests of Other Parties

Some insurance contracts do not cover the interest in the insured property or risk of anyone other than the person named in the contract. Common examples are where property is jointly owned and subject to finance but the contract only names one owner or does not name the financier. Please tell us about everyone who has an interest in the property insured so that we can ensure they are noted in the contract of insurance.

Waiver of Rights

Some insurance contracts seek to limit or exclude claims where the insured person has limited their rights to recover a loss from the person who is responsible for it, eg; By signing an agreement which disclaims or limits the liability of the other party. Please tell us about any contracts of this type which you have or propose to enter into.

Standard Covers

The Regulations to the Insurance Contracts Act set out standard terms for the cover which is provided by motor vehicle, home buildings, home contents, sickness and accident, consumer credit and travel insurance (including a minimum amount of insurance). If an insurer wants to alter these terms or offer less than the minimum amount of insurance they must clearly inform you in writing that they have done so. They can do this by providing you with a Product Disclosure Statement or a copy of the insurance contract.

Unusual Terms

If an insurer wants to rely on a term in a contract of insurance which is not usually included in contracts that provide similar cover, they must clearly inform you in writing of the term. Again, they must do so by providing you with a copy of the insurance contract.

HOW CAN YOU CONTACT US

Kingsbridge & Eagle General Insurance Brokers Pty Ltd:

ABN: 38 119 008 301 AFS Licence No: 306931

Level 1, 50 York Street

Sydney NSW 2000

T: (02) 9262 5800

F: (02) 9290 2616

www.kingsbridgeandeagle.com.au

E: gi@kingsbridgeandeagle.com.au

Kingsbridge & Eagle Pty Ltd

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