

FINANCIAL SERVICES GUIDE ("FSG")

A guide to our relationship with you

This FSG sets out the services that we can offer you. It is designed to assist you in deciding whether to use those services and contains important information about:

- the services we offer you.
- 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.
- arrangements we have in place to compensate clients for losses.

We 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 we have 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 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 those insurers we deal with regularly.

If we offer to arrange the issue of an insurance policy to you, we also provide you with, or pass on to you, a product disclosure statement (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.

This FSG applies from 22 May 2008 and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

How Do You Give Us Instructions?

You can contact us to give us instructions by post, phone, fax or email on the contact numbers or details mentioned on page 3 of this FSG.

What are we responsible for?

Oceanic Insurance Brokers 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.

Oceanic Insurance Brokers holds a current Australian Financial Services Licensee no: **238271**.

We are authorised to provide financial product advice for general insurance products and deal in a financial product by: applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of general insurance products to wholesale and retail clients.

Will You 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 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.

Information We Keep On Your File:

We maintain a record of your personal profile, including details of insurance policies that we arrange 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 or 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.

How we paid for our services:

Generally the payment we receive will be based on the amount of your premium. It may vary from one Financial Product issuer to another.

If you receive personal advice from us, we will tell you about any commissions, fees and any other benefits, where possible in actual dollar amounts, in the Statement of Advice.

1. We may be paid commission by the relevant insurers we arrange insurance with on your behalf. If you cancel your policy after the cooling off period we do not return to you any commission as our commission is earned at the inception of the policy and is non-refundable.
2. We may charge you a management fee for the time we spend developing your insurance portfolio. We may also charge a small management fee when endorsing your policy throughout the year.
3. We do not charge management fees for processing and managing your claims.
4. If we are instructed to arrange Premium Funding of your insurance, we may receive commission from the funder.

What happens if you are referred to us?

If a person has referred you to us, we may pay them a part of any fees or commission received. This will not increase the amount you pay to us.

Associations And Relationships With Insurers And Others:

Oceanic is a shareholder of Steadfast Group Limited (**Steadfast**). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 - 1% commission for each product arranged by us with those insurers. These payments are used to operate Steadfast.

Depending on the operating costs of Steadfast (including the costs of member services provided by Steadfast to us and other Steadfast shareholders) and the amount of total business we place with the participating insurers in any financial year, we may receive a proportion of that commission at the end of each financial year.

As a shareholder of Steadfast we have 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 either funded by Steadfast, subsidised by Steadfast or available exclusively to shareholders for a fee.

Steadfast is also a shareholder of Miramar Underwriting Agency Pty Limited (**Miramar**). As a shareholder, Steadfast may receive dividends from Miramar. These amounts will indirectly contribute towards the benefits we receive from Steadfast.

Steadfast has a shareholding in Macquarie Premium Funding. If we arrange premium funding with Macquarie Premium Funding for you, under its agreement with Macquarie Premium Funding, Steadfast will receive 0.5% of your insurance premium (including government fees or charges). As an equity shareholder of Macquarie Premium Funding, Steadfast may also receive dividends from profits of

Macquarie Premium Funding. The amount of the Steadfast dividend is based on the share of profit attributable to funding arranged by Steadfast shareholders. The payments (commission and dividends) that Steadfast receives from Macquarie Premium Funding are used to operate Steadfast. Depending on the operating costs of Steadfast and the amount of total business we place with Macquarie Premium Funding in any financial year, we may receive a portion of those amounts at the end of each financial year.

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

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 changes). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

What To Do If You 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 20 days, please contact Frank Gilling on 07 49467555 or put your complaint in writing and send it to him at the address noted on page 3 of this FSG. We will try and resolve your complaint quickly and fairly.
3. Oceanic Insurance Brokers is a member of the Insurance Brokers Disputes Limited (**IBD**). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to IBD. IBD can be contacted on 1300 780 808.

Arrangements We Have In Place To Compensate Clients For Loses:

Oceanic Insurance Brokers 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.

If you have any further questions about the financial services Oceanic Insurance Brokers provides please contact us.

Please retain this document for your reference and any future dealings with Oceanic Insurance Brokers.

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