

## Financial Services Guide

Issued 24<sup>th</sup> July 2024

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

Aviso Broking Pty Ltd ABN 44 010 468 818 (referred to as "Aviso", "Aviso Broking", "we", "us" or "our") is an Australian Financial Services Licensee (AFSL 239041) authorised to advise on and deal in general insurance products to wholesale and/or retail clients and to provide claims handling and settling services.

**Aviso Broking Pty Ltd is trading as:**

Aviso Broking  
Cabsafe Insurance  
Hire Insurance Brokers (Qld)  
Iconic Motor Insurance Solutions  
Taxi Insure  
WageCover  
Dirt Pak  
Aviso Marine and Logistics

**Contact details:**

Level 9, 154 Melbourne Street, South Brisbane QLD 4101  
PO Box 3777, South Brisbane BC QLD 4101  
Phone: 1300 908 404  
Email: [insurance@avisobroking.com.au](mailto:insurance@avisobroking.com.au)  
Web: <https://avisobroking.com.au/>

**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 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.

### LACK OF INDEPENDENCE

**Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you**

We, Aviso Broking, are not independent, impartial, or unbiased pursuant to section 923A of the *Corporations Act* because:

- We may receive remuneration, commission, gifts or other benefits when we provide personal advice to you in relation to insurance products and other financial products;
- We may be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; and/or
- We may have associations or relationships with issuers of insurance products and other financial products.

Further information about these benefits and relationships is set out in this Financial Services Guide.

If you have any questions about this information, please ask us.

Aviso Broking Subscribes to and are bound by the 2022 Insurance Brokers Code of Practice, a full copy of which is available from the National Insurance Brokers Association (NIBA) website, [www.niba.com.au](http://www.niba.com.au)

## Further information when personal advice is given

Where required by law, 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 will 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**) or a Record of our 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.

## Product Disclosure Statement (PDS)

If we arrange insurance (or otherwise where required by law), we will also provide you with, or pass on to you, a Product Disclosure Statement (**PDS**) or policy wording, unless you already have an up-to-date PDS. The PDS or policy wording will contain important information about the particular insurance which will enable you to make an informed decision about purchasing that product.

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| <b>From when does this FSG apply?</b>  | This FSG applies from 24 <sup>th</sup> July 2024 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.   |
| <b>How can I instruct you?</b>   | You can contact us to give us instructions by post, phone or email on the contact details mentioned on page 1 of this FSG.  |
| <b>Who is responsible for the financial services provided?</b>   | <p>Aviso Broking is responsible for the financial services it provides and the distribution of this FSG.</p> <p>Aviso Broking holds a current Australian Financial Services Licence no: 239041. The contact details for Aviso Broking are on page 1 of this FSG.</p>  |
| <b>What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?</b> | <p>Aviso Broking is authorised to advise and deal in general insurance products to wholesale and/or retail clients and claims handling and settling services. We will do this for you as your broker unless we tell you otherwise.</p> <p>When engaged by you to act as your insurance broker, we have a duty to act in your best interests.</p> <p>We may provide different services depending on the product concerned and our role may vary depending on the service provided.</p> <p>When you do business with us, you may deal with our employees, or one of our "Authorised Representatives" or "Distributors".</p> <p>Authorised Representatives are third parties whom we have authorised to provide financial services on our behalf. When you are dealing with one of our Authorised Representatives, their name, contact details and authorised representative number will be disclosed in a separate document which will be provided to you by the Authorised Representative.</p> <p>Distributors are third parties who we have authorised to deal in specific insurance products on our behalf. They can only provide factual information and are not authorised to provide any advice.</p> <p>Our Authorised Representatives and Distributors are not employees of Aviso Broking.</p> <p>Sometimes we will act under a binder, agency or distribution agreement from the insurer. When we act under a binder, agency or distribution agreement we will be acting as the agent of the insurer. This means that we represent and act for the insurer and not for you.</p> |

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We will tell you when we act under a binder, agency or distribution agreement to arrange your insurance or advise you about your insurance needs, or to provide claims handling and settling services on behalf of the insurer.

Where we act under a binding authority from the insurer, we can issue, vary and/or renew and/or dispose/cancel the insurance for the insurer as if we were them (subject to the scope of the authority given which may limit which of these activities we can do and the scope of our authority in relation to them).

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**Will I receive tailored advice?**

We will not provide you with tailored advice in all cases.

If we provide you with personal advice, which takes into account your personal objectives, financial situations and need, we will, if required by law, provide you with a SOA or Record of Advice.

We may need information about your personal objectives, current financial situation and any relevant information, so that we can arrange insurance policies for you, 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. Before you act on this advice, you should consider the appropriateness of the advice taking into account your own objectives, financial situation or needs.

You should read the warnings contained in any SOA, Record of Advice, or any other warnings that we give you, carefully before making any decision about an insurance policy.

Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances, at the time of any scheduled status review or upon renewal of your insurances.

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**Contractual Liability and your insurance cover**

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

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**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 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 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, [www.avisobroking.com.au](http://www.avisobroking.com.au)

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

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**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 most cases we will also charge you a fee. You may also be charged an administration fee. This fee will be in addition to the broker fee and commission. The administration fee will be charged to cover the regulatory costs attributable to the services we provide. These will all be shown on the invoice that we send you.

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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 or reduction of your premium as a result of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer or charge you a cancellation fee equal to the reduction in our commission.

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.

If we provide you with claims handling and settling services, we will inform you of any fees, commission, or other payments that we, or our associates will receive in relation to the claims and settling services that are provided.

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**How are any commissions, fees or other benefits calculated for providing the financial services?**

Our commission will be calculated based on the following formula:

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

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 30% dependent on the insurance product and 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 shown on the invoice that is sent to you.

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), in the range of 0% to 100% of our commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary and may also receive a performance bonus based on both the value and quality of the work they do for our clients.

From time to time, Aviso Broking or our employees may also receive additional benefits such as subsidised attendance at conferences and invitations to social events.

If we give you personal advice, we will inform you of any fees, commission or other payments (in dollar terms) 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.

See below for information on the Steadfast association and commission.

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**Do you have any other important associations and receive any remuneration and benefits arising from those associations?**

Aviso Broking is a Steadfast Group Limited (Steadfast) Network Broker and brokerage company and/or principals/directors hold shares in Steadfast. As a Steadfast Network Broker, we have access to services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, claims support, group purchasing arrangements and broker support services. These services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

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Steadfast has arrangements with some insurers and premium funders (Partners) under which the Partners may pay Steadfast a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners. You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://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 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 0% to 6% 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.

Our other material relationships are:

**The Ardonagh Group**

The Ardonagh Group is an insurance distribution platform based in the UK. Ardonagh Australia owns the Envest group of companies which Aviso Broking is part of. We refer you to the Ardonagh website for more information on the Ardonagh Group. [www.ardonagh.com](http://www.ardonagh.com)

**Envest**

Aviso Broking is part of a group of companies owned by Envest Pty Ltd (ACN) 610 997 138) (Envest). Envest is a focused insurance distribution business that leverages the power of our people to deliver creative solutions for customers and partners in Australasia. Envest also has majority and minority interest in related service providers such as insurance broking, underwriting agencies (on behalf of local and overseas insurers) and claims administration.

In some of the documents attached, our Employees or authorised representatives may recommend, or refer you or advise you to use, the services of other companies in the Envest group of companies. We will only do this if it is appropriate for you and in your best interests to do so. [www.envest.com.au](http://www.envest.com.au)

**Aviso Group**

Aviso Broking is a member of the Aviso Group Pty Ltd ABN 32 616 963 172 (Aviso Group) which is an Envest subsidiary and comprised of multiple brokers Australia wide that are licensed to use the Aviso Group trademarks and intellectual property. See [www.avisogroup.com.au](http://www.avisogroup.com.au) for details.

**CQIB**

Aviso Broking is also a member of the Council of Queensland Insurance Brokers Inc. (CQIB) and may receive indirect benefits from CQIB such as training and education. [www.cqib.org.au](http://www.cqib.org.au)

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**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 15 business days, please contact Aviso Broking at [complaints@avisobroking.com.au](mailto:complaints@avisobroking.com.au) or put your complaint in writing and send it to the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. Aviso Broking is a member of the Australian Financial Complaints Authority (**AFCA**). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. The AFCA can be contacted at:

Mailing address - Australian Financial Complaints Authority,

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GPO Box 3, Melbourne, VIC 3001  
Ph - 1800 931 678  
Email - [info@afca.org.au](mailto:info@afca.org.au)  
Website - [www.afca.org.au](http://www.afca.org.au)

4. You may refer a complaint to AFCA at any time. Time limits apply. For example, AFCA may not consider your complaint referred to AFCA more than 2 years after we provide a final IDR response to you, unless AFCA considers special circumstances apply.
5. If you have a complaint about a policy that we arranged under a binder that can't be resolved to your satisfaction by our brokerage, you have the right to refer the matter to the external dispute resolution provider whose Name and Contact details are provided in your policy schedule (which forms part of this FSG).

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

Aviso Broking 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 will cover us for claims relating to the conduct of representatives who no longer work for us.

This policy satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

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**Privacy**

We collect personal information to ensure we can offer or provide you with products and services as outlined in this FSG. We value your privacy and have adopted the principles set out in the Privacy Act 1988 as part of our commitment to maintain client confidentiality in the collection, use, disclosure or handling of personal information.

Your consent and opting out - Marketing and Payment Reminders

From time to time and where we are permitted by law to do so, we may also use or disclose your Personal Information for the purpose of marketing our services, or the products and services of related entities and third parties, to you. This includes SMS reminders to advise you of outstanding payments.

Please tell us if you do not want us to use or disclose your Personal Information for marketing purposes. To nominate preferred days and times for receiving marketing calls or to opt-out of receiving marketing information altogether, please email us at [insurance@avisobroking.com.au](mailto:insurance@avisobroking.com.au) or contact your adviser by telephone, in writing or by email to the address on page 1.

For further information about our privacy policy, please contact us:

Online: [www.avisobroking.com.au](http://www.avisobroking.com.au)

Phone: 1300 908 404

Email: [insurance@avisobroking.com.au](mailto:insurance@avisobroking.com.au)

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**How do we manage Conflicts of Interest?**

A key conflict faced when we act on your behalf is where we receive benefits from someone other than you — this can potentially influence us to act in their or our interests rather than yours. Where we arrange a policy, an insurer can pay us commission (see above for details). It is the major form of insurance broker remuneration and can create a potential conflict of interest. We have the number of procedures in place to manage this potential conflict of interest. For example, we tell you about this remuneration arrangement in this Guide and you can ask for more detailed information if you need it before you proceed.

Where we provide personal advice on your behalf, we have a legal duty as a professional to put your interests ahead of our own and can only provide you with advice that is appropriate for you having regard to the scope of advice agreed with you. We will contact

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you in a timely manner if we identify that there is or likely to be a conflict in your best interests and will only continue to provide services to you with your consent.

Where there are potential conflicts of interest in our remuneration arrangements or our dealings with related parties, they are managed in accordance with our Conflicts of Interest Policy which all staff and representative's must comply with. If we cannot provide services to you due to a conflict of interest that cannot be managed, we will notify you immediately.

Envest have an interest in a number of Underwriting Agencies and Wholesale Brokers. We may place your insurance through one of these insurer partners. Any placement will be on arms-length terms but in affecting the contract of insurance the underwriting agencies and wholesale brokers may be acting under a binding authority granted by the insurer. We will receive commission from these underwriting agencies and wholesale brokers insurer partners as payment for the placement of the policy.

Wholesale Brokers are intermediaries who have access to certain insurance facilities.

We refer you to the Envest Website for further details on all related companies at [www.envest.com.au](http://www.envest.com.au)

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**How are changes to this FSG communicated?**

Information in this document may change from time to time. We may make such changes by amending the FSG and publishing an updated version on our website. You may also obtain a printed copy of the updated information by contacting your broker, emailing us at [insurance@avisobroking.com.au](mailto:insurance@avisobroking.com.au) or calling 1300 908 404.

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**Any questions?**

If you have any further questions about the financial services Aviso Broking provides, please contact us.

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

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