

# FINANCIAL SERVICES GUIDE (FSG)

20 January 2009

The financial services that are offered in this Financial Services Guide (FSG) are provided by:

Marsh Pty Ltd  
ABN 86 004 651 512  
AFS Licence No.: 238983  
Darling Park Tower 3, 201 Sussex Street,  
Sydney, NSW, 2000  
Tel.: (02) 8864 8888  
Fax: (02) 8864 8800  
[www.marsh.com.au](http://www.marsh.com.au)

This FSG is a guide containing important information about our relationships and associations and is intended to assist you in your decision whether to use any of our services. The FSG includes information about:

- who we are;
- the services we are authorised to provide to you;
- how we and our associates are remunerated;
- any potential conflict of interest we may have; and
- our internal and external dispute resolution procedures and how you can access them.

## ***Statement of Advice***

If we provide you with any personal advice for either sickness and accident insurance or a consumer credit insurance product, which takes into account your objectives, financial situation or needs, you will receive from us a Statement of Advice (SoA). The SoA will contain our advice, the basis on which our advice is given and information about the remuneration, fees, commissions, other benefits and any association and relationships that may have influenced the giving of our advice.

For all other types of general insurance products we will provide you with information about how we are remunerated including any benefits we would receive and any relevant interests or relationships that might be considered as influencing us in the advice or recommendation we have provided.

If we only provide you with general advice for any type of insurance product that is advice which does not take into account your objectives, financial situation or needs, we will give you a general advice warning at that time.

## ***Product Disclosure Statement***

If we recommend that you acquire or we offer to issue or arrange to issue you a financial product, we will give you information about the particular financial product by providing you with a Product Disclosure Statement (PDS). The PDS will help you make an informed decision about the financial product.

***Who will be providing the Financial Service?***

Marsh Pty Ltd (Marsh) will be providing the financial service to you. Marsh is a subsidiary of Marsh Inc.. Marsh Inc. is a world leader in delivering risk and insurance services and solutions to clients. Global risk management consulting, insurance broking and insurance program management services are provided for business, professional service organisations and private clients under the Marsh name.

Marsh's ultimate parent is Marsh & McLennan Companies, Inc. (MMC) which is a public company listed on the New York, Chicago, Pacific and London stock exchanges.

***Who does Marsh act for when providing the Financial Service?***

We will usually provide financial services on your behalf.

In some circumstances, we may act on behalf of the insurer and not for you. These circumstances arise where we have an authority to effect an insurance policy under a binder agreement with the insurer. This means we can enter into the contract on the insurer's behalf. You will be notified if this is relevant to the financial service offered or provided to you.

***What kinds of financial services are Marsh authorised to provide you with and what kinds of Financial Product/s do those services relate to?***

We are authorised to provide financial product advice and deal in:-

- general insurance products,
- life insurance products, and
- superannuation products.

***What commissions, fees or other benefits does Marsh receive for providing the financial services?***

We may be paid a commission by the insurer for arranging the policy which is based on a percentage of the premium less stamp duty, fire services levy, GST and any other government charges, taxes, fees or levies. The rate of commission depends on the policy and may range from 0% to 35%. The commission is included in the premium charged and covers various expenses we incur in arranging the insurance as well as a profit component. We retain the commission from the premium you pay us and remit the balance to the insurer.

We may receive commission on each renewal and some variations of your policy. The rate of commission depends on the policy and may range from 0% to 35%.

We may charge you a broker fee or administration fee rather than commission for arranging the policy.

We may charge a combination of broker fee/administration fee and commission for arranging the policy.

Our representatives receive an annual salary which may include a bonus based on performance. They may also from time to time be eligible to receive incentives or bonuses based on service, retention and increasing new business.

Our representatives may also receive non-monetary benefits from insurers. This may include entertainment at sporting events, hospitality including lunches and attendance at insurer sponsored functions. It is not possible to determine in advance what, if any, non-monetary benefit a representative may receive and these benefits are not generally attributed to any particular product.

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 information provided or if relevant, the SoA.

We will answer any questions you may have about our remuneration to ensure you are clearly informed.

***What relationships or associations exist which might influence Marsh in providing me with its service?***

Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will tell you.

Some insurance risks may be placed by us with companies in the Marsh group of companies ('Intermediary Company') who act as intermediaries. An Intermediary Company is remunerated under its contractual arrangements with the relevant insurer. The rate of remuneration depends on the policy and the insurer and may range from 0% to 15%. The amount that we are remunerated is not affected if we place an insurance risk through an Intermediary Company.

***What should I do if I have a complaint?***

1. Contact us and tell us about your complaint. We have our own internal dispute resolution procedure, a copy of which is available upon request. In the first instance you should address any concern or complaint to the Marsh representative servicing your account. Alternatively, you may contact the Marsh Complaints Officer on (03) 9603 2338.
2. If your complaint is not resolved to your satisfaction, the matter will be referred to the Marsh Complaints Officer to investigate and take appropriate action. You will be advised within 15 working days of our decision. If the matter is complex and a longer period is required you will be informed.
3. We are a member of an external dispute resolution scheme. If your complaint cannot be resolved to your satisfaction by us you may be able to refer the matter to the free consumer service offered by this scheme.

The Financial Ombudsman Service Limited (FOS)

You may be able to refer your complaint to the FOS which is a national scheme for consumers aimed at resolving disputes between clients and their broker or insureds and their insurance companies or claimants who have a dispute with another person's insurance company in relation to motor vehicle property (i.e. third party) claim. The FOS also provides advice and other information about general insurance matters.

If you have any query about whether your complaint can be handled by FOS, call 1300 78 08 08 or e-mail [info@fos.org.au](mailto:info@fos.org.au).

***Compensation Arrangements***

In accordance with s912B of the Corporations Act, Marsh holds professional indemnity insurance which may cover claims arising out of the conduct of Marsh, its employees and representatives in the provision of services by Marsh. The policy also covers Marsh for work done for Marsh by employees and representatives who no longer work for Marsh. In some instances our authorised representatives may hold their own insurance for this purpose.

***How do I contact Marsh?***

Adelaide Tel: (08) 8385 3600 Fax: (08) 8385 3650  
Brisbane Tel: (07) 3115 4555 Fax: (07) 3115 4500  
Canberra Tel: (02) 6279 3300 Fax: (02) 6279 3320  
Darwin Tel: (08) 8943 4400 Fax: (08) 8981 9311  
Hobart Tel: (03) 6281 3100 Fax: (03) 6281 3160  
Launceston Tel: (03) 6333 3200 Fax: (03) 6333 3260  
Melbourne Tel: (03) 9603 2222 Fax: (03) 9670 8581  
Perth Tel: (08) 9289 3888 Fax: (08) 9289 3880  
Parramatta Tel: (02) 8864 8888 Fax: (02) 8864 8800  
Sydney Tel: (02) 8864 8888 Fax: (02) 8864 8800