



FINANCIAL SERVICES GUIDE V2.10.

You have the right to ask us about our charges, the type of advice we will give you, and what you can do if you have a complaint about our services. Key information is set out in answer to the questions below. If you need further information or clarification, please ask us.

Before you get our advice

Who will be giving me Advice?

The following representatives are authorised by Australian Financial Services Licensee, Glynde Insurance Brokers Pty Ltd t/as De Conno & Blanco Insurance Brokers ("Licensee"). As an Insurance Broker we act on behalf of the client not the Underwriter. Note we do not act under any Binders. Refer to **Appendices A** for the list of our Representatives.

Our Australian Financial Services License Number is 239121

Who will be responsible for the advice given to me?

Our representatives will be acting on behalf of Glynde Insurance Brokers Pty Ltd t/as De Conno & Blanco Insurance Brokers in respect of general insurance product recommendations only.

Professional Memberships

Glynde Insurance Brokers Pty Ltd t/as De Conno & Blanco Insurance Brokers is a participating broker with the Australian Financial Complaints Authority (AFCA), an Australian Securities & Investments Commission (ASIC) approved external disputes resolution facility.

Glynde Insurance Brokers Pty Ltd t/as De Conno & Blanco Insurance Brokers is also a member of; National Insurance Brokers Association (NIBA), The Steadfast Group Limited.

What Financial Products & Financial Services are available to me?

We offer you General Insurance Advice only.

We offer you the following Financial Products:

- Motor Vehicle Insurance Products Home Building Insurance Products
- Home Contents Insurance Products Sickness & Accident Products
- Consumer Credit Insurance Products – not available
- Travel Insurance Products Medical Indemnity Insurance Products
- Personal & Domestic Property Insurance Products,
- Prescribed products appearing in the Corporations Regulations.

How will I pay for the Service?

This can be by any of the following ways or a combination of them:

A fee paid by you to our representative invoiced through Glynde Insurance Brokers Pty Ltd t/as De Conno & Blanco Insurance Brokers. This is referred to as a "fee for service" or "Admin fee"; and / or Commissions paid to our representative as a consequence of insurance products recommended. Such commissions are based on the premium you pay in respect of the Financial Product acquired. When recommendations are made you shall be provided with a separate document titled "Statement of Advice" (SOA) or "Important Information about our Advice" (Important Info) which shall contain specific details including the way our representative will be remunerated for the provision of advice.

How are the commissions / Fees calculated?

We are paid by the insurer and sometimes by people who act for them. Sometimes we are also paid a fee by you. The commission that we are paid by an insurer is usually calculated as a percentage of your Base insurance premium less government fees or charges (Approximately 0-35%). If you instruct us to arrange a product, this is when we become entitled to the commission. We get these payments even when we act for you as your broker. The commission rate that we are paid will depend on the type of product we arrange for you. Some insurers will pay more commission than others for similar products. This means that we may earn more if we recommend the product that pays the highest commission. This will depend though on the amount of premium for that product compared to others that we consider.

Employees may receive commission based on business introduced to the licensee. They may receive up to 50% of trailing commission. This amount is inclusive of the commission previously stated and is not an additional cost to you.

We may be entitled to receive additional commission where we use electronic data interface (Sunrise) to process your policy with certain underwriters. Where this is the case, we have received an additional 1-5% in commission payment from the underwriter. This amount is inclusive of the commission previously stated and is not an additional cost 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 25 to 50% of our commission or fees

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

When you get our advice

Do I get detailed information about actual fees & other benefits the representative gets from making the recommendations?

Yes, as mentioned earlier you may receive an SOA, Important Info & / or a Product Disclosure Statement (PDS)(or its equivalent for instance under former legislation).

Before you commit to accepting any recommendations made to you, you should read the SOA, Important Info &/or the PDS. A Statement of Advice contains important and comprehensive information relating to the recommendations your adviser is making to you. If you have not been provided with these documents, please consult your representative, or alternatively please contact us on 08 833 777 33 and we shall endeavor to provide you with these documents.

Will you give me advice, which is suitable to my needs & circumstances?

Yes, but to do so our representative will need to find out your specific needs, relevant financial situation as well as make any other inquiries with you to enable to better service your needs before an informed product recommendation is made to you. You have the right not to disclose this information to our representative, if you do not wish to do so. In these circumstances, our representative is required to warn you about the possible consequence of not having your full personal information. You should read the warnings carefully as this shall specify the scope of the financial product advice being sought. You may specify how you would like to give us instructions, For Example, by Telephone, Fax, Email or other means. But in all cases we must receive a written confirmation of these instructions.

What should I know about any risks of the recommendations to me?

Our representative will explain to you any significant risks associated with the recommendations made to you, including the risk of not acting upon recommendations, within the timeframes specified. If they do not do so, you should ask them to explain those risks to you.

What may influence our recommendations?

We do not deal with all insurers or consider all available products when we make recommendations to you. We select the insurers that we deal with and the products that we recommend based on research and our knowledge of factors such as product terms and conditions, price and the insurer's claims handling track record.



What are our material influencing relationships and agreements with people other than you?

We are a Steadfast Group Limited (**Steadfast**) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (**Partners**) under which Steadfast will receive between 0.5 – 2.0% commission for each product arranged by us with those Partners. Steadfast is also a shareholder of some Partners.

We may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period). As a Steadfast Network Broker 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 Steadfast Network Brokers for a fee. You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

We may receive a profit share from QBE Insurance (Australia) Limited, CGU, Zurich and Allianz based on the Net Combined Operating Ratio and Volume of the business we issue. This is a fee calculated retrospectively each year based on up to 5% of the premium from insurance policies issued by us in the preceding 12 months.

Any soft \$ disclosure

From time to time our advisers may receive certain 'hospitality benefits' (such as tickets to sporting events, movies, meals, bottles of wine, hampers etc). The receipt of these benefits is not based upon the volume of business placed with the provider but are more of a token reward. The maximum value of these during the calendar year is \$10,000. Details of these are available upon request in writing.

Premium Funding & Others

What influences our recommendations?

We do not deal with all premium funders or consider all available products when we make recommendations to you about premium funding.

What influencing financial benefits do we get from people other than you?

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 (less government fees or changes). 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 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 the other arrangements that were available to you.

If we refer you to a third party eg., a Financial Planner, Mortgage Broker, Accountant etc we may receive a referrers fee, usually a percentage of the commission they will earn as part of the transaction. Our commission rates will be in the range of 0-50% of the commission earned by the third party.

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

Our representative will maintain records of recommendations made. Glynde Insurance Brokers Pty Ltd t/as De Conno & Blanco Insurance Brokers is committed to ensuring the privacy and security of your personal information in accordance with the principles of the Privacy Amendment (Private Sector) Act 2001 (Privacy Act). You have a right to examine the relevant contents of your file. Please refer to our Privacy Statement for further details, a copy is available on request, or on our web site www.deconnoblanco.com.au. Should you wish to examine your file, please contact our Privacy Officer on 08 833 777 33 who can make the necessary arrangements to provide you with the relevant information.

If you have any Complaints

Who can I complain to if I have a complaint about the services received?

If you have a complaint about the service provided to you, you should take the following steps:

1. Contact our representative and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within 14 days, please contact our Customer Relations Manager, on 08 833 777 33 or in writing addressed to Customer Relations Manager, Glynde Insurance Brokers Pty Ltd t/as De Conno & Blanco Insurance Brokers at 113 Payneham Road, St Peters SA 5069. We will endeavor to resolve your complaint quickly and fairly.
3. Glynde Insurance Brokers Pty Ltd t/as De Conno & Blanco Insurance Brokers 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 AFCA. AFCA can be contacted at GPO Box 3, Melbourne, VIC 3001 on 1800 931 678, email; info@afca.org.au or Website; www.afca.org.au. Alternatively, you can contact the Australian Securities & Investments Commission at their freecall info line on 1300 300 630.

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

Glynde Insurance Brokers Pty Ltd has a professional indemnity insurance policy (**PI policy**) in place. The PI policy covers us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees 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. If you have any further questions about the financial services Glynde Insurance Brokers provides, please contact us. Please retain this document for your reference and any future dealings with us.

Appendices A Version 2.2

Representative List

The following are ASIC Tier 1 compliant and are able to provide advice on all Domestic & Commercial products; Tony De Conno, Mark De Conno, Romina Ruffo, David Blanco, Lisa Valente, Rachael Lucas, , Fiona Bailey, Sussane Callisto, Lisa Buckley, Afrulla Sortino, Melissa Roeters, Melina Mallamo, Kelly Kilford.
The following ASIC Tier 2 compliant and are able to provide advice on Domestic products only; Nil.