



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

CRM Brokers Pty Ltd - ABN 68 088 887 138
Level 29, Chifley Tower
2 Chifley Square, Sydney, NSW 2000
Phone: 1300 880 494
AFS License 246622
crminfo@crmbrokers.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 our associates 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
- Privacy policy

133 Alexander St
Crows Nest NSW 2065

G06 / 25 Solent Circuit
Norwest NSW 2153

Level 8 / 350 Collins Street
Melbourne VIC 3000

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Statement of advice

If you are a retail client and we agree to give you personal advice, you will receive a statement of advice (SOA) whenever we provide you with advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, which will enable you to make an informed decision about your insurance needs.

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

If we offer 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), unless you already have an up to date PDS from the insurer. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

From when does this FSG apply?

This FSG applies from 23 October 2018 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 and matters not covered by this FSG.

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 1 of this FSG.

Who is responsible for the financial services provided?

CRM Brokers Pty Ltd 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. CRM Brokers Pty Ltd holds a current Australian Financial Services Licensee no: 246622. The contact details for CRM Brokers Pty Ltd are on the front of this FSG.

What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?

CRM Brokers Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients. Our Authorised Representatives are authorised to advise and deal in general insurance products to wholesale and/or retail clients. Our Corporate Authorised Representatives are authorised to provide general financial product advice only. We will do this for you as your broker unless we tell you otherwise. There are a wide range of insurance policies we can arrange.

These include, but are not limited to the following insurance policies for retail clients.

- Motor Vehicle Insurance
- Home building and Home contents insurance
- Personal Illness and accident insurance
- Consumer credit insurance and
- Travel insurance

Will I receive tailored advice?

Maybe, but 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, 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.

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.

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 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.

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.crmbrokers.com.au

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

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 investment earned on the premium.

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. A summary of our commission percentages is set out below:

We earn commission on home building and contents, personal property, personal accident and illness, combined risks, marine hull and travel from 0% to 25%, on motor vehicle from 0 to 11.5% and on wholesale products from nil to 27.5%. Commissions are calculated on the base premium before charges and levies.

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 generally start from 7.5% on total premium including charges plus GST, unless otherwise previously negotiated prior to placement.

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 20% - 30% of our commission or up to 50% of our fees. We may also pay up to 50% of our fees to those who act as Distributors or Authorised Representatives for us.

Our employee that will assist you with your insurance needs will be paid a market salary.

If we give you a SOA, we will list in that document 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.

See below for information on the Steadfast association and commission.

Do we have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

CRM Brokers Pty Ltd is a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers under which Steadfast may receive up to 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 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. The amount of our commission and any fee that we charge will set out in the premium funding contract.

Profit Share Programs

We are obliged to advise you that we have entered into a profit share agreement with QBE (Australia) Limited and Strata Unit Underwriters which will provide additional benefits to our business over and above our usual following benefits.

- Greater access to senior underwriting staff for a faster response to queries and acceptances of risks.
- Ongoing assistance, education and training in meeting our legislation compliance requirements.
- The potential for us to earn a profit share is assessed annually

The profit share will be based on the profit the insurer makes from insurance business placed with QBE (Australia) and Strata Unit Underwriters by CRM Brokers Pty Ltd. We may receive a share of that profit based on the insurer's criteria although this is not guaranteed.

We will only recommend products, where we feel that they are appropriate to our clients needs. Irrespective of this agreement we are maintaining our relationships with all of our supporting insurers and would always seek to place business in the best interests of our clients.

What should I have to 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 20 days, you may contact our Complaints Manager on 1300 880 494. Alternatively, you may put your complaint in writing and send it to him at CRM Brokers Pty Ltd, PO Box 6542, Baulkham Hills BC 2153 or e-mail crminfo@crmbrokers.com.au. We will try and resolve your complaint quickly and fairly.

3. CRM Brokers Pty Ltd is a member of the Financial Ombudsman Service Limited (FOS). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to FOS **if lodged before 1 November 2018**

Online: www.fos.org.au

Email: info@fos.org.au

Phone: 1800 367 287 (free call)

Mail: Financial Ombudsman Service Australia
GPO Box 3, Melbourne VIC 3001

4. CRM Brokers Pty Ltd is a member of the Australian Financial Complaints Authority (AFCA). If an issue has not been resolved to your satisfaction, you can lodge a complaint with AFCA **if lodged on or after 1 November 2018**.

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to FOS or AFCA and so you should act promptly or otherwise consult the FOS and AFCA websites to find out if or when the time limit relevant to your circumstances expires.

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

CRM Brokers Pty Ltd 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.

Any questions?

If you have any further questions about the financial services CRM Brokers Pty Ltd provides, please contact us. Please retain this document for your reference and any future dealings with CRM Brokers Pty Ltd.