



ZAS Insurance Management Pty Ltd  
ABN: 82 112 445 548 AFSL: 315606

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Lower Ground Floor "Paddington Markets"  
Unit 1, 261 Given Terrace  
Paddington Qld 4064

PO Box 3330  
South Brisbane Qld 4101

## FINANCIAL SERVICES GUIDE

**The financial services referred to in this Financial Services Guide (FSG) are offered by:**  
ZAS Insurance Management Pty Ltd ABN 82 112 445 548

Unit 1, 261 Given Terrace, Paddington Qld 4064  
Phone: 07 3844 6800  
Email: [brett@southbankinsurancebrokers.com.au](mailto:brett@southbankinsurancebrokers.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

### **Further information when personal advice is given**

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 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) or short-form PDS, unless you already have an up to date PDS. The PDS or short-form 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 8 June 2010 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 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?**

ZAS Insurance Management 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.

ZAS Insurance Management Pty Ltd holds a current Australian Financial Services Licensee no: 315606. The contact details for ZAS Insurance Management 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?**

ZAS Insurance Management Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients. We will do this for you as your broker unless we tell you otherwise.

**Will I receive tailored advice?**

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.

**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 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, PDS or short-form 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.

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

We may provide your personal details to Southbank Wealth Management. Southbank Wealth Management is an additional service that Southbank Insurance Brokers offer.

**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, whilst the pro-rata premium (net as returned by the Underwriter) will be refunded, we will retain any fee we have charged you and also retain any commission earned.

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.

(Our commission varies between 5% and 22.5%)

P = the amount you pay for any insurance policy

(less any government fees or charges included in that amount).

Any fees will be a minimum of \$25 for domestic policies and a minimum of \$150 to 5% of the base premium for commercial premiums.

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

Our employee that will assist you with your insurance needs will be paid a market salary, which may include, for the policies we arrange for you, a small percentage of our commission or fees or a share of business profit.

We may from time to time receive non-monetary benefits from Insurers.

If we give you personal advice, we will inform you of 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.

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

See below for information on the Steadfast association and commission. ZAS Insurance Management Pty Ltd is a shareholder of Steadfast Group Limited (Steadfast). Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5% 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.

You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

We have entered into a profit share agreement with Allianz Australia Insurance Limited. Provided that we meet certain criteria, including profitability, we will receive additional commission by way of a profit share bonus. This will be a payment from Allianz based on the profit that they earn on certain business, and/or the volume of certain business we provide to them within an agreed period. It may be a percentage of the profit or an agreed amount depending on the level of profit achieved. It is paid on an annual basis.

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 0.5% to 2% of the funded premium. When we arrange premium funding for you, you can ask us what commission rates we are being paid for that funding arrangement compared to the other arrangements available to you.

We have entered into an Agreement with Australian Mediation Association where we will pay a fee of \$125 per member policy finalised. We pay this out of our commission or fees (not in addition to those amounts).

***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 20 working days, please contact Brett Zegenhagen on 07 3844 6800 or put your complaint in writing and send it to him at the PO Box 3330, South Brisbane Qld 4101. We will try and resolve your complaint quickly and fairly.
3. ZAS Insurance Management Pty Ltd 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.

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

ZAS Insurance Management 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.

***Any questions?***

If you have any further questions about the financial services ZAS Insurance Management Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with ZAS Insurance Management Pty Ltd.