



## Financial Services Guide

**Version 4  
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The financial services referred to in this financial services guide (FSG) are offered by:

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Medico Insurance Services is the authorised representative of:  
Winley Insurance Group Pty Ltd ABN 39 138 133 285  
Trading as Winley Insurance Group  
Australian Financial Services Licence 343573

Level 18 / 152-158 St Georges Terrace, Perth WA 6000  
**Telephone:** 08 9408 6461 • **Facsimile:** 1300 732 208  
info@winley.com.au

Winley Insurance Group Pty Ltd holds a current Australian Financial Services Licence No: 343573 and is responsible for the financial services that Medico Insurance Services provides to you. Medico Insurance Services's Authorised Representative No is 440038. Winley Insurance Group Pty Ltd is also responsible for the content and distribution of this FSG. The distribution of this FSG by Medico Insurance Services is authorised by Winley Insurance Group Pty Ltd.

### OUR SERVICES AND GENERAL INFORMATION

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 following and other important matters: 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.

#### 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.

Winley Insurance Group Pty Ltd t/a Winley Insurance Group  
ACN: 138 133 285 • ABN: 39 138 133 285 • AFS Licence No: 343573

## 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. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

<b>FSG Validity Date</b>	This FSG applies from 06 <sup>th</sup> September 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.
<b>How We Will Look After Your Insurance</b>	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.
<b>Winley Insurance Group Pty Ltd is an Australian Financial Services Licensee</b>	<p>Winley Insurance Group 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.</p> <p>Winley Insurance Group holds a current Australian Financial Services Licensee no: 343573. The contact details for Winley Insurance Group are on the front of this FSG.</p>
<b>Our Services</b>	<p>Winley Insurance Group is authorised to, as per its licence:</p> <p>(a) provide financial product advice for the following classes of financial products:</p> <p>(i) general Insurance products; and</p> <p>(b) deal in a financial product by:</p> <p>(i) Applying for, acquiring, varying, or disposing of a financial product on behalf of another person in respect of the following classes of products:</p> <p>(A) General Insurance products to retail and wholesale clients.</p> <p>We will do this for you as your broker unless we tell you otherwise.</p>
<b>Is insurance advice always tailored?</b>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
<b>Contractual Liability and your insurance cover</b>	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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## Privacy

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 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. 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?

**All services can be paid for in any number of ways, including by cheque, BPAY, and Credit Card.** 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.

Please note that we treat our remuneration as fully earned when we issue you with a tax invoice, unless we have a written agreement with you that varies this statement.

You agree that we may retain all our commission, fees and other remuneration in full in the event of any cancellation of a policy, alteration, or the future downward adjustment of premium. You also agree that the insurer and Winley Insurance Group may offset such remuneration from any premium refund you are entitled to.

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.

We will receive 93.25% of Winley Insurance Group Pty Ltd's commission. The relevant insurers pay us commission when we arrange insurances on your behalf. In general, the insurer will pay us an amount based on a percentage of the base premium. The rate typically ranges from 0% to 25% depending on the product.

We may charge a broker service fee for policy invoicing, premium collection and remittance and issuing policies and other insurance administration work. This charge will appear on your invoice and will vary depending on the work and the commission we receive.

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 5% to 50% of our commission or fees.

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.

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**Premium Funding**

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 changes). If you instruct us to arrange a product, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 0% to 5% 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 be set out in the premium funding contract.

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**Service Issues and Complaints**

If you have a concern about our services or any product we have provided please forward your complaint to:

Winley Insurance Group  
PO Box 7195  
Cloisters Square, WA 6850  
Telephone: 08 9408 6461  
Email: [compliance@winley.com.au](mailto:compliance@winley.com.au)

We will ensure your complaint is referred to the appropriate person who will try to resolve your complaint as soon as possible.

If your complaint is not satisfactorily and promptly resolved, your complaint will be forwarded to the National Complaints Manager who will attempt to resolve it in accordance with our Complaints and Disputes Handling Policy. You may obtain a copy of this policy from our National Complaints Manager.

If you are still not satisfied with the outcome determined, you may contact the Financial Ombudsman Service (**FOS**). FOS can be contacted by mail: GPO Box 3, Melbourne VIC 3001. Offices are at Level 12, 717 Bourke Street, Docklands, VIC 3008. Call on 1300 780 808. Fax 03 9613 6399; email [info@fos.org.au](mailto:info@fos.org.au) or website [www.fos.org.au](http://www.fos.org.au).

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**Professional Indemnity**

Winley Insurance Group has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers us and our representatives (including our authorised representatives) for claims in relation to our conduct as an Australian Financial Services Licensee and our representatives, both and present, to compensate clients or their beneficiaries for loss or damage suffered if we provide negligent advice.

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**Any questions?**

If you have any further questions about the financial services Winley Insurance Group provides, please contact us.

Please retain this document for your reference and any future dealings with Winley Insurance Group.

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