



Financial Services Guide (FSG)

This Guide is intended to assist you in determining whether or not you wish to use any of our services offered in this guide. It includes information about remuneration that may be paid to us or others in relation to products of services offered, and what you can do if you have a complaint about our service. Key information is set out here in answer to specific question. If you need further information or clarification, please contact our office.

Introduction

This Financial Services Guide (FSG) is intended to give you information concerning our relationship prior to our providing you with a financial service.

The matters covered by this FSG include:

- Who we are
- How we can be contacted
- What service we are authorised to provide to you
- Our remuneration
- Any potential conflicts of interest we may have
- Our internal and external dispute resolution procedures

As a retail client, we may also need to provide you with advice that takes into account your objectives, financial situation and needs. We will do so in the form of a Statement of Advice (SoA), which will contain the basis on which this advice is given, information about the amount or description of fees, commissions, other benefits, and any associations that may have influenced the advice present in the SoA.

Where we provide a general advice service only (i.e., advice which does not take into account your objectives, financial situation or needs), we will give you a General Advice Warning at that time and you should consider the product information we provide in deciding whether it is appropriate for your objectives, financial situation or needs.

If we recommend that you acquire a financial product, or we offer to issue or arrange for the issue of a financial product to you, where required we will also provide you with a Product Disclosure Statement (PDS) containing information about that product. This will help you to make an informed decision about the acquisition of that product.

About Us

786 International (Aust) Pty Ltd, t/as Osman Insurance Brokers was established in 1990 and is an independently owned, Queensland based financial service operator.

Osman Insurance Brokers is a progressive and committed organisation with our goal being to provide our clients with the highest level of insurance service.

Our Services

We are authorised to provide financial product advice for general insurance products and deal in financial product by:

- Reviewing and advising on your insurance needs
- Arranging and renewing insurance contract on your behalf
- Arranging premium funding, (if required)
- Assisting with your insurance claims.

In respect of general insurance products to wholesale and retail clients.

What Remuneration / Other Benefits do we Receive for our Financial Services?

We may receive commission from the relevant Insurer. This commission is part of the total premium payable. The amount paid to us is a percentage of the Insurer's net premium (i.e. the pre premium less stamp duty, fire services levy, GST and other government charges, taxes, fees or levies). The rate depends on the policy and may range from 0% to 20%.

We may also charge you an administrative fee that will appear as a 'Broker Fee' when we finalise your cover. This Broker Fee may also include an amount that reflects the time spent developing your portfolio.

If we arrange premium funding for you, we may be paid a commission by the premium funder. The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (less government fees or charges). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Our staff receive an annual salary that may include a may include a percentage of our commission income.

In the event of a refund for the cancellation or adjustment of a policy, Osman Insurance Brokers reserves the right to retain our remuneration.

Do we Have any Relationships / Associations That Might Influence the Provision of our Financial Service?

As an independent broker, no other financial institution, such as an insurance company or bank, controls us. Neither has such an institution vested interest in our business or is in a position to influence us in the provision of advice or the arranging of your insurance.

Osman Insurance Brokers is also a member of the Council of Queensland Insurance Brokers (CQIB) and may receive indirect benefits from arranging cover for CQIB branded products. CQIB negotiates with certain Insurers to issue enhanced products with broader cover for the clients of CQIB members. CQIB may receive royalties and/or sponsorship from the Insurers depending on the continued support of the members. CQIB also receives sponsorship from Insurers and other

service providers for its annual convention and monthly member meetings. These royalties and sponsorships also provide members education programs which offer opportunities for members to enhance their skill and knowledge.

Osman Insurance Brokers does not consider a conflict of interest exists in respect to its membership of CQIB.

How can you Provide us With Instructions and Tell us how you Wish to Arrange your Insurances?

In order to instruct us about your insurance, you may do so by telephone, fax, e-mail or in person, or by any other means that we agree with you.

Your Responsibilities

Proposal Forms

For certain insurance policies, you may be required to complete a proposal form, questionnaire, or similar document. We can provide guidance but are unable to complete the document for you.

Duty of Disclosure

In order to make an informed assessment of the risk, and calculate the appropriate premium, your Insurer needs information about the risk you are asking it to insure. For this reason, before you enter into a contract of insurance, you have a duty under the Insurance Contracts Act 1984 to disclose to your Insurer, every matter that you know, or could be reasonably expected to know, is relevant to the Insurer's decision whether to accept the risk and, if so, on what terms. The duty also applies when you renew, extend, vary or reinstate a contract of insurance.

It is not necessary to disclose anything that:

- Diminishes the Insurer's risk
- Is common knowledge
- The Insurer knows, or as an Insurer ought to know
- If the Insurer has waived your obligation to disclose.

If you do not comply with your duty of disclosure, your Insurer may be entitled to reduce its liability in respect of a claim or may cancel your contract of insurance. If the non-disclosure was fraudulent, the Insurer may be able to avoid (or cancel) the contract of insurance from its beginning. This would have the effect that you were never insured.

One important matter to be disclosed is the history of losses suffered by the person seeking insurance or any closely associated person or entity. As you are responsible for checking that you have made complete disclosure, we suggest that you keep an up-to-date record of all such losses and claims.

Material Changes

You must also notify your Insurer of any significant changes which occur during the period of insurance. If you fail to do so, your insurances may be inadequate to fully cover you.

Cooling Off Period – Retail Insurance Only

A cooling off period may apply to an insurance policy issued to you as a retail client. During the cooling off period, you may return the policy. Details of your cooling off rights will be included in the relevant Product Disclosure Statement.

Legal Advice

Our duty as an insurance broker does not extend to giving legal advice. You should consult your solicitor when you need advice on legal matters.

Sums Insured – Average & Co-Insurance

Some insurance contracts require you to bear a proportion of each loss or claim if the sum insured is inadequate to cover the amount of the loss. These provisions are called 'average' or 'co-insurance' clauses.

If you do not wish to bear a proportion of any loss, when you arrange or renew your contract of insurance, you must ensure that the amount for which you insure is adequate to cover the full potential of any loss. If you insure on a new for old basis, the sum insured must be sufficient to cover the new replacement cost of the property.

Interest of Other Parties

Some insurance contracts do not cover the interest in the insured property or risk of any one, other than the person named in the contract. Common examples are where property is jointly owned or subject to finance but, the contract only names one owner or does not name the financier.

Please tell us about everyone who has interests in the property insured so that we can ensure that they are noted on the contract of insurance.

Waiver of Rights

Some insurance companies seek to limit or exclude claims where the insured person has limited their rights to recover a loss from the person who was responsible for it, e.g. by signing an agreement which disclaims or limits the liability of the other party.

Please inform us about any contracts of this type which you have or propose to enter into.

Standard Covers

The Regulations to the Insurance Contracts Act set out standard terms for the cover which is provided by motor vehicle, home buildings, home contents, sickness & accident, consumer credit & travel insurance (including a minimum amount of insurance).

If an Insurer wants to alter these terms or offer less than the minimum amount of insurance, they must clearly inform you in writing that they have done so. They can do this by providing you with Product Disclosure Statement or a copy of the insurance contract.

Unusual Terms

If an Insurer wants to rely on a term in a contract of insurance which is not usually included in contracts that provide similar cover, they must clearly inform you in writing of that term. Again, they may do so by providing you with a copy of the insurance contract.

Privacy

Osman Insurance Brokers is committed to protecting your privacy and the security of your personal information. Information collected by Osman Insurance Brokers is only disclosed to third parties who are involved in the provision of insurance services to our clients or to an auditor who is authorised by ASIC to our client files and trust account.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to the relevant External Dispute Resolution Schemes listed below:

Any issues relating to financial advice, investments, superannuation, insurance matters or credit matters	Australian Financial Complaints Authority GPO Box 3 Melbourne Vic 3001 1800 931 678 www.afca.org.au info@afca.org.au www.afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

Our Contact Details:

786 International (Aust) Pty Ltd t/as Osman Insurance Brokers

ABN no.: 33 010 805 222

AFSL no.: 247843

175 Mains Road, cnr. Selvage Street, Sunnybank QLD 4109

PO Box 17, Sunnybank QLD 4109

Phone: (07) 3344 7477

Fax: (07) 3344 7511

E-mail: admin@osmaninsurance.com.au

Web: www.osmaninsurance.com.au