



QA Insurance Pty Ltd

as trustee for the QA Insurance Trust

ABN 59 644 299 394

FINANCIAL SERVICES GUIDE

Corporate Authorised Representative Number: 1293763 of

QA Insurance Pty Ltd

holder of Australian Financial Services License 542245

Tower One, C/- Marsh, Level 14, 725 Collins Street, Docklands VIC 3008

Phone: 1300 392 543

FSG - Version 1.3 – Issued 30 January 2024

The purpose of this guide

This guide is designed to help you in understanding how we can assist you with your financial and lifestyle goals by explaining:

- The advice and services we can provide to you either directly or in association with other professionals,
- Our fees and charges,
- Any influences and arrangements that you need to consider when assessing our recommendations, and
- How best to raise any issues you may have with our advice or services.

This is an especially important document, and we recommend that you read it carefully. If you need further explanation or are unsure about any part of this guide, we encourage you to ask us any questions you may have.

The purpose of this Financial Services Guide (FSG)

This FSG is designed to help you in understanding how we can assist you with your financial and lifestyle goals by explaining:

- The financial products and services **QA Insurance** can offer you.
- How **QA Insurance** and Your Adviser are remunerated
- Any relationships, associations or interests that may exist which might influence the financial services or advice we provide, and
- How best to raise any issues you may have with our financial advice or services.

This FSG is provided to you by QA Insurance Pty Ltd atf QA Insurance Unit Trust (**QAI Unit Trust** or **your Adviser**) and is made up of this FSG document (Part A) and an Adviser Profile (Part B) which should be read in conjunction with each other. **QAI Unit Trust** acts for and is a Representative of QA Insurance Pty Ltd (**QA Insurance**) which is a licensed Australian Financial Services (**AFS**) licensee, who authorises the distribution of this FSG. This FSG is an especially important document, and we recommend that you read it carefully. If you need further explanation or are unsure about any part of this FSG, we encourage you to ask us any questions you may have.

What we do

Good advice can improve your outcomes, help you protect your lifestyle and help you understand the small print. When We provide financial services, **QA Insurance** and your Adviser act on your behalf when providing financial advice and financial services to you, and not on behalf of any financial institutions or insurance companies.

QA Insurance is responsible for the financial advice and the financial services provided to you by its Representatives.

Lack of Independence

While we will always seek to meet our legal obligations to act in our clients' best interests within the meaning of section 961B of the Corporations Act 2001, we do not fall within the definitions of "independent", "unbiased" or "impartial" under section 923A. The reason we do not fall within these definitions is because we give our clients the option to allow life insurance companies to pay us commissions for the services that we provide to our clients rather than for us to be required to directly invoice our clients and for our clients to be required to pay us directly. We remain committed to continue to give our clients this important choice.

Documents that you may receive

Statement of Advice

If you are provided with personal financial advice which takes into account one or more of your circumstances, needs and objectives, the advice may be presented to you in a Statement of Advice (**SOA**).

The SOA is an important document because it sets out what your Adviser is recommending and why it is suitable and appropriate for you. It should contain enough detail for you to make an informed decision about whether to act on the advice and will outline:

- Your Adviser's recommendations and the basis on which the advice is given.
- The costs of the advice provided to you and information about fees, commissions, or other benefits that We, Your Adviser or a related party may receive.
- Details of any relationships, associations or interests that **QA Insurance** or your Adviser may have that could reasonably be regarded as capable of influencing the advice we give you.

Record of Advice

If your Adviser provides you with further personal financial advice, that further advice may be recorded on a Record of Advice (**ROA**). A ROA may be used if your personal circumstances, needs or objectives or the basis of the advice is not significantly different from the previous advice you received from your Adviser. Where your circumstances, needs or objectives or the basis of the advice is significantly different, any further financial advice that is provided to you will be documented in a SOA.

You may request a copy of the ROA up to 7 years after the day on which the advice is provided and a copy will be provided to you, free of charge.

When we provide financial advice to you, we will consider your current situation, needs and objectives and consult with you to ascertain whether scaled (limited) or comprehensive advice is the most appropriate.

Specific information about your Adviser, their experience and specialisations are provided in Part B of this document.

If your Adviser cannot provide financial advice to meet your needs and objectives, they may refer you to another professional to provide the financial advice or services.

Product Disclosure Statement

If your Adviser recommends a particular financial product or transacts on your behalf and at your request, you may receive a Product Disclosure Statement (**PDS**), or other relevant product disclosure material. The PDS contains essential information about the particular financial product and will include its fees, features, and risks, and should assist you in making an informed decision about that product.

Your Adviser can provide you with financial advice and assist on a range of investments, personal, corporate, and self-managed superannuation, personal risk insurances, key person

insurances and securities. Specific information about your Adviser, their experience and specialisations are provided in Part B of this document.

If your Adviser cannot provide advice to meet your needs and objectives, they may refer you to another professional to provide the financial advice or services.

How can you instruct us?

After you engage your Adviser, they can act on your instructions whether you provide those instructions by telephone, email or by another mutually agreeable means of communication. If you provide us with instructions over the telephone, we may at our discretion, request that those instructions be confirmed in writing prior to acting on those instructions.

Should your preference be email communication, please be aware that you are responsible for monitoring the email account nominated by you for this purpose. Any communication received by **QA Insurance** or your Adviser from your nominated email address (including instructions to act on your behalf) will be deemed to be sent by you, and we will continue to communicate and act on instructions from this email account until you inform us otherwise.

How is QA Insurance and QAI Unit Trust paid for the financial services provided to you?

QA Insurance is paid for the financial services it provides through various methods of remuneration, including payment directly made by you (fees for services and advice fees), and payments received from financial product issuers. All fees are payable to **QA Insurance QAI Unit Trust** may receive up to 100% of the amount paid to **QA Insurance**. Further information relating to **QAI Unit Trust**, and your Advisers remuneration is located in Part B of this FSG.

The remuneration **QA Insurance** is entitled to receive will be clearly disclosed to you at the time that advice is provided to you (i.e., in your advice document).

Commissions (from insurance products) and fees which are paid from the product costs, vary according to the nature of the specific financial product. They will be clearly outlined in your SOA. Your Adviser may be eligible for a profit share of **QA Insurance** from time to time, which is based on the overall profitability of **QA Insurance** and not on targets or performance.

Do any relationships, associates or interests exist which might influence the financial services or advice I receive?

Neither **QA Insurance**, **QAI Unit Trust** or your Adviser have any relationships, associations or interests with any product providers that might reasonably be expected to be capable of influencing us in the provision of financial services or advice. Any significant interest or ownership in products will be recorded in a register of financial product holding and where appropriate, this holding will be disclosed to you in your advice document.

If you have a complaint

If you have a concern or complaint about the services provided to you, please contact the complaints manager by phoning 1300 392 543 or put your concerns in writing to compliance@gainsurance.com.au

If you are dissatisfied with our response, which will typically be provided to you within 45 days of the receipt of your complaint, you have the right to refer your concerns to the Australian Financial Complaints Authority (**AFCA**). AFCA is an independent dispute resolution service that deals with complaints about financial services including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds, and pooled superannuation trusts.

AFCA can be contacted at:

Mail: PO Box 3, Melbourne VIC 3001

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

Website: www.afca.org.au

The Australian Securities and Investment Commission (**ASIC**) also has a Free call Info line on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.

The law requires us to have in a place a level of Professional Indemnity (**PI**) insurance which is appropriate for our size and the scale and complexity of our operations and be consistent with our obligations under section 912B of the Corporations Act 2001. The PI insurance covers us for claims made against us as a result of our conduct in the provision of financial services. Our PI insurance contains cover in relation to claims regarding the conduct of Representatives who have ceased working with us but who did at the time of the relevant conduct. This is subject to the usual terms of the PI insurance in relation to providing indemnity.

Part B- Adviser Details Your Adviser and how you can contact them

Your Adviser, works for QA Insurance Pty Ltd atf QA Insurance Unit Trust which is a corporate authorised representative of QA Insurance Pty Ltd, and they can be contacted using the following details:

Name	ASIC Number	ABN	Telephone
QA Insurance Pty Ltd atf QA Insurance Unit Trust	1293763	59 644 299 394	1300 392 543

	Melbourne Office	Queensland Office
Address	C/- Marsh, Tower One, Level 14, 725 Collins Street, Docklands VIC 3008	C/- Marsh, Level 13, One One One, 111 Eagle Street, Brisbane QLD 4000
Telephone	Office: 1300 392 543; Paul: 0417 505 547, Clint: 0432 284 647	Office: 1300 392 543; Direct: 07 3189 0129; Mobile: 0423 156 787
Email	paul@qainsurance.com.au clint@qainsurance.com.au	bernard@qainsurance.com.au admin@qainsurance.com.au

QA Insurance Pty Ltd – Serving Ambitious Business Owners and Key People at work and at home.

QA Insurance was created to deliver the best possible risk solutions through uncompromised advice and a dedicated pursuit of outstanding results.

We do this by building relationships and offering a rare level of accessibility, we are proud to offer a trusted, transparent, and tailored approach to each client's unique needs.

Our commitment to absolute integrity also means our clients are well protected.

With more clarity, more confidence and more control, our client's futures are more secure. We look forward to partnering with you on your journey.

Bernard Maughan

ASIC Adviser identification number: 1271207

Bernard has been working in this industry since 1988, with the last 7 years spent running his own business and with QA Insurance since 2019. Bernard's expertise has been built on a career in the life insurance industry, and he specialises in managing the needs of Business Owners & Directors, Key employees, and their families.

Bernard provides a strong client focus, which, combined with trust, reliability, responsibility, and integrity provides a unique and consistent service of financial planning. He uses the strength of his experience to help clients find the most suitable available cover for their needs and to support them through the claims process.

Bernard is a member of the Financial Planning Association of Australia.

E: bernard@qainsurance.com.au **O:** 1300 392 543 **D:** 07 3189 0129 **M:** 0423 156 787

Paul Stafford

ASIC Adviser identification number: 249804

Paul has extensive experience in the Financial Services industry. He has been self-employed from the early age of twenty-two and has a vast knowledge in the Business and Corporate insurance space.

His focus is to provide funding solutions via insurance structures using a thorough financial business and personal insurance risk analysis. In effect it will place all of the "scary bits" on the table and allow his clients to make an informed decision as to whether they pay an insurance company to cover the risk, self-insure or use a combination of both.

Paul has developed a unique pre-assessment and underwriting process for his clients to establish most importantly in the early stages as to the likelihood of an insurer accepting his clients at standard rates.

By doing this Paul will follow through and negotiate to find the most appropriate insurer and best possible outcome.

At the other end of the scale if a claim for an insured health event were to happen Paul will be there to assist and support his client, their family and business and ensure that at this most important time that their claim is handled seamlessly and with empathy and care.

Since 2017 until joining QA Insurance Financial Services Pty Ltd, Paul has also provided his services as the Responsible Manager for the Marsh Retail Life Licence and is an ongoing member of the Financial Planning Association and registered with the Taxation Practitioners Board.

E: paul@qainsurance.com.au **M:** 0417 505 547

Clint Hindle

ASIC Adviser identification number: 001258664

Clint Hindle is a Senior Life Insurance Adviser and Financial tax adviser.

Clint is an experienced, determined, motivated, results driven Senior Life Insurance Adviser with a positive and can-do attitude. He is a high achieving, energetic individual who thrives to help customers protect their families, income, and assets. Clint's Modus Operandi is to focus on 'Interactive Video Advice' presentations and educate the clients along the way. This helps clients understand their own reasonable basis of Insurance which gives them the ability to digest and understand the importance of Life insurance protection moving forward.

In the past 18 months Clint has created over three hundred insurance advice videos for his clients.

As a Senior Life Insurance Adviser with a background in Underwriting with over 5 years of experience, Clint had the luxury to work for TAL, Zurich, Asteron, and Blue Rock Private Wealth. This experience gave Clint the ability to know how the Life Insurers companies work behind the scenes, and to understand their underwriting philosophies and Underwriting Reinsurance Manuals. Wherein enables Clint to drive the best outcome for his clients. Clint is one of a handful of Advisers with this experience in Australia.

Clint is also an CPLI Associate with Australasian Life Underwriting and Claims Association (ALUCA) and spent the last 7 years as an active member of the Subgroup Committee (Vic). The advantage with this association is that it gives Clint a 'direct finger on the pulse' in the world of Claims, Underwriting, Medical knowledge and advancements and rehabilitation, as well as building strong industry relationships to drive the best outcomes once again for his clients. With Clint's skilled set and preferential underwriting terms due to their strong relationships with the major insurers, Clint is determined to always get the best and the fairest decisions for his clients. Clint's Combined skill set is unique in the industry and sets his clients up for a greater likelihood of a successful claim.

E: clint@qainsurance.com.au **M:** 0432 284 647

2. Financial services and types of products Your Adviser can provide

QA Insurance and your Adviser are authorised to provide personal financial advice, general financial advice, and transact on your behalf (dealing) in relation to the following types of financial products:

- Personal and business risk insurance
- Superannuation

Limits on the advice that can be provided

QA Insurance and your Adviser are not authorised to provide financial advice in respect of the following financial products:

- General insurance
- Derivatives
- Foreign exchange
- Securities (listed or unlisted)
- Managed Funds
- Superannuation, except for Life Insurance products in Superannuation

We will not provide financial product advice on financial products that are not on our Approved Product List, which contains products that have been researched and assessed on their merits. If we identify that you require advice in relation to directly held shares listed on Australian or international share markets, we may undertake the required research, and incorporate the research into the advice that we provide to you. The cost of this portfolio research advice will be incorporated into the fee detailed in your SOA.

If we identify that you require specialist advice on a particular financial product or service, such as estate planning, we may refer you to a specialist who can help. You do not have to consult any professional that we may refer you to. You may want to consult a professional you have an existing relationship with or choose another. The professionals you choose to consult, including the professionals to whom we may refer you, are responsible for the advice they provide to you.

Fees and other costs that may apply to you

Fees and Remuneration

A range of fees and other costs may be payable for the financial advice you receive and the financial products you acquire, vary, or dispose of. QAI Unit Trust is committed to providing you with clear fee transparency to ensure you understand the fees involved for the financial services being provided.

There are a number of different ways that you may pay for the financial services that we provide to you including:

- Fee for service
- Remuneration paid by product providers by way of initial and ongoing remuneration •
A combination of the above

Before we provide you with any financial advice, we will discuss these options and help select the most appropriate payment method for you. Outlined below are the types of fees and other costs that you may be charged.

In all cases, details of payments required for the services provided will be given to you at the time of any personal financial advice or when executing a transaction on your behalf. **QA Insurance** will issue you with a tax invoice for any services provided to you by QAI Unit Trust which is payable by cheque, credit card, direct credit, or money order.

Fees and costs, where they can be determined, will be documented in your SOA. If at the time you receive your SOA the amounts cannot be determined, the manner in which they are calculated will be disclosed instead.

All fees are payable to **QA Insurance**. QAI Unit Trust may receive up to 100% of the amount paid to **QA Insurance**, after QAI Unit Trust's licensing expenses have been deducted from the revenue.

Fee for service

Under this method of payment, there are set fees payable by you for each financial service provided to you. Those services and fees include:

Initial consultation

Our initial consultation is complimentary as we use this meeting to better understand your goals, needs and objectives, along with what is important to you (and your family). Before agreeing to provide you with financial advice, we will outline our fees for the preparation and implementation of the financial advice.

Advice preparation and implementation

The advice preparation and implementation fee may vary and will depend on the scope of advice, size and complexity of the portfolio and recommendations that are made. Typically, the fee will range from a minimum of \$500 to \$5,000, though this range may be exceeded for particularly complex scenarios and will be discussed and agreed upon when you meet with your Adviser.

In all cases, details of payments required for the services provided will be given to you at the time of any personal financial advice or when executing a transaction on your behalf. You will be provided with a tax invoice for any services provided and your payment is generally made to **QA Insurance** in accordance with the terms of the invoice and is payable by cheque, credit card, direct credit, or money order.

These amounts, where they can be determined, will be documented in your SoA. If at the time you receive your SoA the amounts cannot be determined, the manner in which they are calculated will be disclosed instead.

Revenue, service fees and commissions

Insurance products

When we provide insurance advice to you, we may receive upfront and ongoing commission payments from the insurance provider for the insurance products implemented on your behalf. We will continue to receive ongoing commissions whilst your insurance policy remains in force and where we are listed as the servicing adviser.

The upfront commission for an insurance product can range from 0% to 66% of the cost of the first year's premium.

The ongoing commission can range between 0% and 22% per annum of the cost of the renewal premium.

The structure and actual commissions **QA Insurance** and QAI Unit Trust will receive will be disclosed to you in your advice document.

Partners in education

QA Insurance may receive sponsorship payments from a number of product providers. **QA Insurance** offers product providers various arrangements where product providers can partner with **QA Insurance** to provide education and training services to **QA Insurance's** advisers, including your Adviser. For a full list of all current partners, please contact us.

Other benefits

From time to time, we may receive a benefit from product providers by way of sponsorship of educational seminars, conferences, or training days. Details of benefits received with a value between \$0 and \$300 will be maintained on a register which you can arrange to view should you wish.



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FINANCIAL SERVICES GUIDE RECEIPT PAGE

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QA Insurance Financial Services Pty Ltd

holder of Australian Financial Services License 542245

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Phone: 1300 392 543

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Client Name: _____

Client Signature: _____

Date: _____

Client Name: _____

Client Signature: _____

Date: _____