

Financial Services Guide

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Licensee:

Steve Davies Pty Ltd trading as Protectinsure
(ASIC# 493386 ABN 94 611 606 056)

Contact Details

Unit 10, 2 Money Close
Rouse Hill, NSW, 2155
Phone: 1800 737 926

Purpose of this FSG

This FSG will help you decide whether to use the services that we offer. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

Not Independent

We typically do not charge you a fee for our advice on risk insurance policies as we are paid a commission by the product provider. Our advice on risk insurance is therefore not independent, impartial or unbiased.

Our services

We are authorised to provide general advice, personal advice and dealing services for personal risk insurance.

The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

We will also provide you with a Product Disclosure Statement which contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice, it will be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

Insurance Commissions

We receive a one-off upfront commission of up to 66% of your first-year premium when you take out an insurance policy we recommend. For example, if your premium is \$1,000 our commission will be \$660.

We also receive a trail commission of up to 22% of your annual premium for as long as you continue to hold the policy. The commissions will be documented in the SoA or RoA. For example, if your premium is \$1,000 our commission will be \$220.

Other Benefits

We may receive other benefits from product providers such as training, meals and entertainment. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Fees

Occasionally, we may charge you a fee for our advice. The fee will cover meeting with you, the time we take to determine our advice and the production of the SoA. It is based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice.

Adviser Remuneration

Steve Davies is the owner of the practice and he is remunerated through the profits that it makes.

Referral Commissions

In some situations, we may pay a share of the commissions we receive to external parties who have referred you to us. You will be advised of the referral arrangement at the time of the referral and in the Statement of Advice provided to you.

Making a Complaint

We endeavour to provide you with the best advice and service at all times. If you are not satisfied with our services, then we encourage you to contact us. Please call us, send an email or put your complaint in writing to our office.

If you are not satisfied with our response, you can refer it to the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website www.afca.org.au. AFCA provides fair and independent financial services complaint resolution which is free to consumers.

Steve Davies Pty Ltd holds Professional Indemnity insurance which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act. It covers the financial services provided by

current and past representatives.

Your Privacy

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. Our Privacy Policy is available on request and on our website.