



Financial Services Guide

The financial services that are offered in this Financial Services Guide (FSG) are provided by:

KJ RISK GROUP Pty Ltd

ABN: 15 143 512 387

AFS LICENSE: 388263

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This guide is designed to assist you in deciding whether to use the services offered by us. It contains important information about:

- the services we can offer you;
- how we and our associates are remunerated;
- how we manage conflicts of interest; and
- our internal and external dispute resolution procedures and how you can access them.

It is an important document. Please read it carefully and keep it in a safe place.

Statement of Advice

If we give you any personal advice we will provide you with a Statement of Advice (SOA) (where required by law) or a record of our advice. Any Statement of Advice or record of advice we provide will set out our advice, the basis of our advice and information on any remuneration, associations or other interests, which might reasonably have influenced us in giving our advice.

If we only provide you with general advice for any type of insurance product that is advice which does not take into account your objectives, financial situation or needs, we will give you a general advice warning at that time.

Product Disclosure Statement

If you are a retail client then before we either arrange an insurance policy for you, or we provide personal advice to you recommending that you buy a particular insurance policy, we will give you a Product Disclosure Statement if we are required to do so. It is prepared by the insurer and is designed to give you important information on the features, benefits and risks of the policy to assist you in making an informed decision about whether to buy the product or not. It may be more than one document.

Who will be providing the Financial Service?

KJ Risk Group Pty Ltd will be providing the financial service to you. Our details are noted at the beginning of this FSG. Our ABN is 15 143 512 387 and our Australian Financial Service License No. is 388263.



What kinds of financial services are KJ Risk Group Pty Ltd authorised to provide you with and what kinds of Financial Product/s do those services relate to?

KJ RISK GROUP PTY LTD is an Australian Financial Services Licensee and is licensed under the Corporations Act to advise and deal in relation to:

- General insurance products;
- Miscellaneous financial risk products;
- Life risk insurance products.

How can you give us instructions?

You need to give us instructions in writing by email, letter or fax or by another method agreed by us. We will tell you what is possible when you contact us.

Our Services

KJ Risk Group Pty Ltd is an Australian based company providing insurance broking, insurance program management services and risk management consulting for business, professional service organisations and private clients.

KJ Risk Group Pty Ltd also specialises in the design, implementation and management of Discretionary Mutual Funds.

Claims Assistance

We can also assist you when you need to make a claim. If a claim occurs contact us and we can help you decide what to do. We do not do anything without your consent. We provide this assistance as part of our overall service for no separate charge unless we tell you otherwise. We don't provide this service if we no longer act for you.

Any claims documentation, insurance company settlement cheques and other information received by us on your behalf will be provided to you as soon as reasonably practicable.

Who does KJ Risk Group Pty Ltd act for when providing the Financial Service?

We usually act on your behalf. However in some cases, we may act on behalf of an insurer or their representative or on our own behalf (e.g. as a referrer to another service provider). We tell you if this is the case as this means we do not act for you when we provide the service.

How are we remunerated for our services?

When we act on your behalf in advising on or arranging insurance we can be remunerated in a number of ways. They can vary according to the service you require and/or our arrangements with the relevant insurer or their representative.

We are remunerated by:



- commission from the insurer;
- fees we charge you; or
- a combination of the above.

What commissions, fees or other benefits does KJ Risk Group Pty Ltd receive for providing the financial services?

We may receive commission from the insurer for arranging a policy, on renewal or on a variation to your policy which is based on a percentage of the premium less stamp duty, fire services levy, GST and any other government charges, taxes, fees or levies. The rate of commission depends on the policy and may range from 0% to 30%. The commission is included in the premium charged and covers various expenses we incur in arranging the insurance as well as a profit component. We retain the commission from the premium you pay us and remit the balance to the insurer.

We may charge you a broker fee or administration fee rather than commission for arranging the policy.

We may charge a combination of broker fee/administration fee and commission for arranging the policy.

The amounts will be set out on your invoice.

Our representatives receive an annual salary which may include a bonus based on performance. They may also from time to time be eligible to receive incentives or bonuses based on service, retention and increasing new business.

Our representatives may also receive non-monetary benefits from insurers. This may include entertainment such as sporting events, hospitality including lunches and attendance at insurer sponsored functions. It is not possible to determine in advance what, if any, non-monetary benefit a representative may receive and these benefits are not generally attributed to any particular product.

Where a third party has referred you to us, we may pay them an agreed percentage of our remuneration.

If you receive personal advice from us, we will tell you about any commissions, fees and any other benefits, where possible in actual dollar amounts, in the information provided or if relevant, the SoA.

We will answer any questions you may have about our remuneration to ensure you are clearly informed.

If we act on your behalf and you cancel a policy and obtain a refund of premium, you agree that we can keep our commission. If we didn't do this we would not be properly paid for the services we provide to you.

Money Handling Arrangements

We handle all money received from you or the insurer in relation to insurance in accordance with the requirements set out by the Corporations Act 2001 (Cth). We keep any interest earned on any



amounts held by us on your behalf or on behalf of the insurer. The length of time we hold any money can vary according to the type of insurance and the different arrangements we have in place with insurers.

Premium Funding

In some cases insurers require the full premium payment up front. Premium funding is one way of not having to pay your premium in one lump sum. You will, however, have to pay interest to the premium funder on the amount borrowed.

If we refer you to a premium funder and you enter premium funding arrangements with them, we may receive commission which is a percentage of the amount funded excluding GST. The amount of commission varies depending on the amount with the premium funder we refer you to. In some cases we have a profit share with the premium funder where we receive a percentage of any profit the premium funder makes on the funds loaned by persons we refer to them. We may receive soft dollar benefits from them too.

We and AUB Group Limited (ABN 60 000 000 715), have a preferred supplier arrangement with Hunter Premium Funding Pty Limited (Hunter) for the arrangement of premium funding. In arranging premium funding with Hunter, or any other premium funder, we do not provide personal advice or represent that any of the funder's products and services are right for you or that they are the most appropriate. You need to make your own decision based on the information provided.

When we use Hunter, we receive:

- (a) a payment based on the interest earned on the premium funding by Hunter each month;
- (b) a commission which is a percentage of the amount of funding provided to you;
- (c) a payment based on a percentage of all outstanding loans less any cancelled or terminated loans; and
- (d) a payment based on a percentage on certain general insurance business placed by Austbrokers Network with certain division of Allianz Insurance Limited.

AUB Group Limited receives certain upfront payments from Hunter for entering into (or renewing) a preferred premium funding distribution arrangement with Hunter. We are owned partly by AUB Group Limited and benefit from any profit made by this entity due to this arrangement.

If you need more information or explanation of the above, please ask us.

What information do we maintain about you and how can you access it?

We are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). Where required, we will provide you with a Collection Notice which outlines how we collect, disclose and handle your personal information.

You can also refer to our Privacy Policy available on our website or by contacting us for more information about our privacy practices including how we collect, use or disclose information, how to access or seek correction to your information or how to complain in relation to a breach of the



Australian Privacy Principles and how such a complaint will be handled. If you would prefer to have a copy mailed to you, please ask us.

If you wish to access your file please ask us.

What relationships or associations exist which might influence KJ Risk Group Pty Ltd in providing me with its service?

KJ RISK GROUP PTY LTD is a member of the Austbrokers network of insurance brokers.

AUB Group Limited (ABN 60 000 000 715) (AUB) and IBNA Limited (ABN 43 086 563 055) (IBNA) are joint owners of A & I Member Services (AIMS) a company that provides marketing, distribution and training services to members of the Austbrokers and IBNA Networks. Some insurers pay a commission to AIMS on selected products arranged by Austbrokers member insurance brokers which is an agreed percentage of the base premium (before government fees or charges). Different insurers may pay different commission rates to AIMS.

This money funds the provision of AIMS services to Austbrokers and IBNA members. We, other Austbrokers Network members and IBNA members benefit from this support and it helps ensure we can continue to provide you with our extensive range of services. If you have any queries or want more information please do not hesitate to contact us.

In some cases we may refer you to or advise you to use the services of one of our related body corporates. They may act as agent of the insurer and you will be told when this is the case. As a member of the same corporate group we may indirectly benefit from any such referral or advice if it improves the group performance.

Please refer to our remuneration section for the normal benefits we can receive under such arrangements.

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You can also refer to our Privacy Policy available on our website or by contacting us for more information about our privacy practices including how we collect, use or disclose information, how to access or seek correction to your information or how to complain in relation to a breach of the Australian Privacy Principles and how such a complaint will be handled. If you would prefer to have a copy mailed to you, please ask us.

If you wish to access your file please ask us.

What should I do if I have a complaint?

If you have any complaints about the service provided to you, you should take the following steps.



1. Contact us and tell us about your complaint. We have our own internal dispute resolution procedure. In the first instance you should address any concern or complaint to the KJ Risk Group Pty Ltd representative servicing your account.
2. If your complaint is not satisfactorily resolved within 24 hours, please contact our Complaints Officer, on telephone number 02 8968 2000 or put your complaint in writing and send it to the Complaints Officer at: KJ RISK GROUP PTY LTD PO Box 2017 Neutral Bay Junction, NSW, 2089. Please mark the envelope "Notice of Complaint". We will try and resolve your complaint quickly and fairly.
3. , When the matter is referred to the KJ Risk Group Pty Ltd Complaints Officer to investigate and take appropriate action, you will be advised within 15 working days of our decision. If the matter is complex and a longer period is required you will be informed.
If the complaint can't be resolved to your satisfaction within 45 days, you have the right to refer the matter to Australian Financial Complaints Authority (AFCA). We will provide you with further details about AFCA upon lodging your dispute with us, or at any time upon your request.

NIBA Code of Conduct & Code of Practice

KJ RISK GROUP PTY LTD is a proud member of the National Insurance Brokers Association (NIBA) and are bound by their Code of Conduct.

We also subscribe to the Insurance Brokers Code of Practice (the Code). The Code sets out standards for Brokers to follow when dealing with clients including requirements to inform clients of remuneration arrangements and any conflict of interest.

A copy of The Code is available from www.niba.com.au or by contacting our office.

Professional indemnity insurance arrangements

In accordance with s912B of the Corporations Act, KJ Risk Group Pty Ltd holds professional indemnity insurance which may cover claims arising out of the conduct of KJ Risk Group Pty Ltd, its employees and representatives in the provision of services by KJ Risk Group Pty Ltd. The policy also covers KJ Risk Group Pty Ltd for work done for KJ Risk Group Pty Ltd by employees and representatives who no longer work for KJ Risk Group Pty Ltd.

Any Questions?

If you have any further questions about our FSG or our services, please contact us. Our details are at the beginning of this FSG.

This Financial Services Guide is dated 01/11/2018



Privacy Collection Notice

At KJ Risk Group PTY LTD ABN 15 143 512 387 we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). This Privacy Notice outlines how we collect, disclose and handle your personal information (including sensitive information) as defined in the Act.

Why we collect your personal information

We collect your personal information (including sensitive information) so we can:

- identify you and conduct necessary checks (including where required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 and other legislation);
- determine what service or products we can provide to you e.g our insurance broking services, insurance intermediary services, funding services, claims management services, risk management and other consulting services.
- issue, manage and administer services and products provided to you or others, including claims investigation, handling and settlement;
- improve our services and products e.g training and development of our representatives, product and service research and data analysis and business strategy development; and
- provide you with information and to tell you about our products, services or events or any other direct marketing activity (including third party products, services and events which we consider may be of interest to you).

What if you do not provide some personal information to us?

If the required personal information is not provided, we or any involved third parties may not be able to provide appropriate services or products. If you do not provide the required personal information we will explain what the impact will be.

How we collect your personal information

Collection can take place by telephone email, or in writing and through websites (from data you input directly or through cookies and other web analytic tools).

Unless it is unreasonable or impracticable for us to do so, or as provided otherwise under this Privacy Notice or our Privacy Policy, we will collect your information directly from you or your agents.

We may obtain personal information indirectly and who it is from can depend on the circumstances. We will usually obtain it from another insured if they arrange a policy which also covers you, related bodies corporate, referrals, your previous insurers or insurance intermediaries, witnesses in relation to claims, health care workers, publicly available sources, premium funders and persons who we enter into business alliances with.



We attempt to limit the collection and use of sensitive information from you unless we are required to do so in order to carry out the services provided to you. However, we do not collect sensitive information without your consent.

If you provide us with personal information about another person you must only do so with their consent and agree to make them aware of this privacy notice.

Who we disclose your personal information to

We share your personal information with third parties for the collection purposes noted above where it is reasonably necessary for, or directly related to, one or more of our functions or activities.

We do not use or disclose personal information for any purpose that is unrelated to our services and that you would not reasonably expect (except with your consent). We will only use your personal information for the primary purposes for which it was collected or as consented to.

We usually disclose personal information to third parties who assist us or are involved in the provision of our services and your personal information is disclosed to them only in connection with the services we provide to you or with your consent. We may also disclose it for direct marketing purposes.

These third parties can include our related companies, our agents or contractors, insurers, their agents and others they rely on to provide their services and products (e.g reinsurers), premium funders, other insurance intermediaries, insurance reference bureaus, loss adjusters or assessors, medical service providers, credit agencies, lawyers and accountants, prospective purchasers of our business and our alliance and other business partners.

These parties are prohibited from using your personal information except for the specific purpose for which we supply it to them and we take such steps as are reasonable to ensure that they are aware of the provisions of our Privacy Policy in relation to your personal information.

We also use personal information to develop, identify and offer products and services that may interest you, conduct market or customer satisfaction research. From time to time we may seek to develop arrangements with other organisations that may be of benefit to you in relation to promotion, administration and use of our respective products and services. We do not use sensitive information to send you direct marketing communications without your express consent.

Any personal information provided to us may be transferred to, and stored at, a destination outside Australia, including but not limited to New Zealand, Sri Lanka, Singapore, United Kingdom and the United States of America . Details of the countries we disclose to may change from time to time. You can contact us for details. Personal information may also be processed by staff or by other third parties operating outside Australia who work for us or for one of our suppliers, agents, partners or related companies.

When we send information overseas, in some cases we may not be able to take reasonable steps to ensure that overseas providers do not breach the Privacy Act and they may not be subject to the same level of protection or obligations that are offered by the Act. By proceeding to acquire our services and products you agree that you cannot seek redress under the Act or against us (to the extent permitted by law) and may not be able to seek redress overseas. If you do not agree to the transfer of your personal information outside Australia, please contact us.



More information, access, correction or complaints

For more information about our privacy practices including how we collect, use or disclose information, how to access or seek correction to your information or how to complain in relation to a breach of the Australian Privacy Principles and how such a complaint will be handled, please refer to our Privacy Policy available at our website www.kjriskgroup.com or by contacting us (our contact details are below).

Your consent to the above, contacting us and opting out

By providing us with personal information you and any other person you provide personal information for, consent to this use and these disclosures unless you tell us otherwise. If you wish to withdraw your consent, including for things such as receiving information on products and offers by us or persons we have an association with, please contact us.

By phone: + 61 2 8968 2000

By email: mail@kjriskgroup.com

In writing: PO Box 2017 Neutral Bay Junction, NSW, 2089

Effective date: 12 of March, 2014