



Financial Services Guide (FSG)

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

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Eagle Protect Pty Ltd are a Corporate Authorised Representative of:

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Australian Financial Services License (AFSL) No: 246276
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Aviso All Points Pty Ltd (**Aviso All Points**) hold a current Australian Financial Services Licence No: 246276 and is responsible for the financial services that Eagle Protect Pty Ltd provides to you. Eagle Protect Pty Ltd's Authorised Representative No is 001277846. Aviso All Points is also responsible for the content and distribution of this FSG. The distribution of this FSG by Eagle Protect Pty Ltd is authorised by Aviso All Points.

This FSG sets out the services that I/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 services I/we offer you.
- how I/we and others are paid.
- any potential conflict of interest I/we may have.
- our internal and external dispute resolution procedures and how you can access them.
- arrangements we have in place to compensate clients for losses.

Further Information When Personal Advice Is Given

I/We will provide you with further information whenever I/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.

Product Disclosure Statement

If I/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 product.

From when does this FSG apply?	This FSG applies from 16 th December 2020 and remains valid unless a further FSG is issued to replace it. I/we may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.
How can I instruct you?	You can contact me/us to give me/us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.
Who is responsible for the financial services provided?	Aviso All Points 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. Aviso All Points hold a current Australian Financial Services Licensee no: 246276. The contact details for Aviso All Points are on the front of this FSG.
What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?	Eagle Protect Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients under Aviso All Points Australian Financial Service Licence. I/we will do this for you as your broker unless I/we tell you otherwise.
Will I receive tailored advice?	Maybe not in all cases. However, I/we may need information about your personal objectives, details of your current financial situation and any relevant information, so that I/we can arrange insurance policies for you, issue insurance policies to you, or to give you advice about your insurance needs. I/we will ask you for the details that we need to know. In some cases I/we will not ask for any of this information. If I/we do not ask, or if you do not give us all of the information I/we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation. You should read the warnings contained in any SOA, or any other warnings that I/we give you, carefully before making any decision about an insurance policy. Where I/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.
Contractual Liability and your insurance cover	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.

What information do you maintain in my file and can I examine my file? Aviso All Points maintain a record of your personal profile, including details of insurance policies that I/we arrange for you. Aviso All Points 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.

I/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. A copy is also available on our website, <https://eagleprotect.com.au>.

If you wish to look at your file, please ask us. I/we will make arrangements for you to do so.

How will I pay for the services provided? Payment for services I/we provide you are payable directly to Aviso All Points.

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. Aviso All Points often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to Aviso All Points 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. If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy, or based on a term of your policy (such as a premium adjustment provision), I/we will retain any fee we have charged you. I/we will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in our commission.

When you pay us your premium it will be banked into Aviso All Points Pty Ltd trust account. Aviso All Points will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with Aviso All Point's arrangements with the insurer. Aviso All Points will earn interest on the premium while it is in their trust account or Aviso All Points may invest the premium and earn a return. Aviso All Points will retain any interest or return on investment earned on the premium.

How are any commissions, fees or other benefits calculated for providing the financial services? Aviso All Points commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = Aviso All Points commission
Y% = the percentage commission paid to Aviso All Points by the insurer.
Aviso All Points commission varies between 0% and 40%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

I/we will receive between 0 – 22.12% of Aviso All Points commission for any policy I/we arrange for you.

Any fees that Aviso All Points or I/we charge you will be based on either their standard fee structure and/or the minimum level of income to service certain classes of insurance.

Aviso All Points do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If Aviso All Points do, they will pay commissions to those people out of their commission or fees (not in addition to those amounts), in the range of 0% to 90% of its commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary.

If I/we give you personal advice, I/we will inform you of any fees, commission or other payments I/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.

See below for information on the Steadfast association and commission.

Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

Aviso Group

Aviso All Points Pty Ltd is a member of the Aviso Group Pty Ltd (Aviso), which is the owner of the Aviso Group trademarks and intellectual property. Aviso has granted Aviso All Points Pty Ltd a licence to use the Aviso trademarks and its intellectual property. Aviso has arrangements with some insurers and premium funders (Partners) under which Aviso may receive between 0.5% – 1.5% commission and/or profit incentives for each product arranged by us with those Partners. We may receive a proportion of that commission from Aviso at the end of each financial year (or other agreed period).

Steadfast

Aviso All Points Pty Ltd is a Steadfast Group Limited (Steadfast) Network Broker and Aviso All Points Pty Ltd and/or principals/directors/staff may directly hold shares in Steadfast. As a Steadfast Network Broker we have access to services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, claims support, group purchasing arrangements and broker support services.

These services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

Steadfast has arrangements with some insurers and premium funders (Partners) under which the Partners may pay Steadfast commission of between 0.5% to 1.5% for each product arranged by us with those Partners or alternatively a fee to access strategic and technological

support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners.

Aviso All Points Pty Ltd may receive a proportion of any commission paid to Steadfast by its Partners at the end of each financial year (or other agreed period).

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

Premium Funders

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

Our commission rates for premium funding are in the range of 0% to 4.0% 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.

Various Insurers

Aviso All Points Pty Ltd may receive indirect benefits from arranging cover from a range of insurers who may issue enhanced products for our clients. Aviso All Points Pty Ltd may receive royalties &/or sponsorship from the insurers and other service providers depending on the continued support. We may also receive sponsorship from insurers and other service providers for annual conventions and monthly strategy meetings. These benefits also provide education programs which offer opportunities for staff to enhance their skills and knowledge.

Aviso All Points Pty Ltd and/or principals/directors/staff may also directly hold shares in a range of Insurers.

NIBA

Aviso All Points Pty Ltd are members of the National Insurance Brokers Association (NIBA) and subscribe to the Insurance Brokers Code of Practice.

Conflicts of Interest

As a business we have relationships with and receive income from various third parties as detailed in this FSG. For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send to you. All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice. Aviso All Points Pty Ltd has entered into an agreement with The Hollard Insurance Company Pty Ltd (Hollard) to provide products and services to our clients. We may from time to time expect to receive a profit share from the agreement with Hollard based on a formula after deduction of claims and expenses. The percentage of profit payable is variable and is not guaranteed. Aviso All Points is authorised to accept premiums, issue products and pay claims for certain insurers. The agreement between

Aviso All Points and the insurers limits their ability in some circumstances and these matters are referred back to the relevant insurer

What should I do if I have a complaint?

1. Contact Aviso All Points and tell Aviso All Points about your complaint. Aviso All Points will do our best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 15 days, please contact the Complaints Manager on (02) 9970 8411 or put your complaint in writing and send it to the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. Aviso All Points Pty Ltd is a member of the Australian Financial Complaints Authority (**AFCA**). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. The AFCA can be contacted at:
Mailing address - Australian Financial Complaints Authority,
GPO Box 3, Melbourne, VIC 3001
Ph - 1800 931 678
Email - info@afca.org.au
Website - www.afca.org.au

What arrangements do you have in place to compensate clients for losses?

Aviso All Points has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers Aviso All Points and its representatives (including authorised representatives) for claims made against them by clients as a result of the conduct of Aviso All Points or its employees/representatives in the provision of financial services.

The PI policy will cover me/us for claims relating to the conduct of representatives who no longer work for us.

This policy satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

Any questions?

If you have any further questions about the financial services Eagle Protect Pty Ltd or Aviso All Points provides, please contact us.

Please retain this document for your reference and any future dealings with Eagle Protect Pty Ltd or Aviso All Points Pty Ltd.
