

Financial Services Guide

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

Marsh Pty Ltd (ABN 86 004 651 512) trading as **Master Painters Insurance Services**

AFS Licence No.: 238983

555 Lonsdale Street, Melbourne, Vic 3000

Tel.: (03) 9603 2222 Fax: (03) 9670 8571

www.marsh.com.au

This FSG is a guide containing important information about our relationships and associations and is intended to assist you in your decision whether to use any of our services. The FSG includes information about:

Who we are, the services we are authorised to provide to you, how we and our associates are remunerated any potential conflict of interest we may have and our internal and external dispute resolution procedures and how you can access them.

General Advice only

We will only provide you with general advice, that is advice which does not take into account your objectives, financial situation or needs.

Product Disclosure Statement

Where we offer to issue or arrange to issue you a financial product, we will give you information about the particular financial product by providing you with a Product Disclosure Statement (PDS) and/or the Insurer's policy wording. The PDS and Policy Wording will help you make an informed decision about the financial product.

Who will be providing the Financial Service?

Marsh Pty Ltd (Marsh) will be providing the financial service to you. Marsh is a subsidiary of Marsh Inc.. Marsh Inc. is a world leader in delivering risk and insurance services and solutions to clients. Global risk management consulting, insurance broking and insurance program management services are provided for business, professional service organisations and private clients under the Marsh name.

Who does Marsh act for when providing the Financial Service?

Under this particular arrangement although we act on your behalf this is done on a scheme arrangement, where the Marsh has a number of specialised placement facilities. Under this arrangement Marsh acts as your agent however, unless you instruct us otherwise we will not approach the insurance market outside the relevant facility arrangement. Specialised placement facilities are where Marsh has brokered an arrangement with a particular insurer under which the insurer agrees to offer an agreed policy wording, for an agreed table of rates. Under this facility the majority of clients will benefit in terms of coverage and cost, however, we do not warrant that the placement will suit all clients individual objectives, financial situation or needs.

What kinds of financial services are Marsh authorised to provide you with and what kinds of Financial Product/s do those services relate to?

We are authorised to provide financial product advice and deal in general insurance products.

What commissions, fees or other benefits does Marsh receive for providing the financial services?

We may be paid a commission by the insurer for arranging the 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 receive commission on each renewal and some variations of your policy. The rate of commission depends on the policy and may range from 0% to 30%.

We may charge you an administration fee in addition to the commission Marsh receives from insurers. Our representatives receive an annual salary which may include a bonus based on performance. We may also receive non-monetary benefits from insurers. This may include entertainment at 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.

What relationships or associations exist which might influence Marsh in providing me with its service?

Marsh has an agreement with Master Painters Australia NSW Association Inc (MPA) under which MPA will refer its members and potential members to Marsh to enable Marsh to offer to arrange insurance products for these clients. Under the terms of the agreement Marsh may trade under the name of Master Painters Insurance Services and Marsh will pay away to MPA 20% of the commission Marsh receives from insurers.

What should I do if I have a complaint?

Contact us and tell us about your complaint. We have our own internal dispute resolution procedure, a copy of which is available upon request. In the first instance you should address any concern or complaint to the Marsh representative servicing your account. Alternatively, you may contact the Marsh Complaints Officer on (02) 8864 8888.

If your complaint is not resolved to your satisfaction, the matter will be referred to the Marsh 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.

We are a member a dispute resolution scheme. If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to the free consumer service offered by this scheme which is run by The Insurance Brokers Disputes Limited (IBDL). You may contact the IBDL directly at any time concerning your complaint. The IBDL can be contacted toll free on 1800 064 169.