

Financial Services Guide

Issued 8th November 2022

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

Muscatwood Pty Ltd (ABN 19 914 010 191) (AFSL 246526), (Qsure)

Trading as:

QSURE INSURANCE BROKERS

Level 4, 154 Melbourne Street, SOUTH BRISBANE QLD 4101 Phone: 07 3835 0350

Email: info@qsure.com.au Web: <https://qsure.com.au/>

Lack of Independence

We are not independent, impartial or unbiased because we or our representatives or associates may:

- receive remuneration or other gifts or benefits from the issuer of the product you buy (e.g., commission that we retain); or other third parties for related services provided in connection with the personal advice service (e.g. premium funding, claims or loss adjusting or reinsurance services);
- be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; or
- provide advice or recommend products issued by entities with indirect ownership links to Qsure which may reasonably be expected to influence the personal advice provided to you.

For more information refer to the sections in this document entitled:

- “What relationships or associations do you have?”
- “How do we manage conflict of interests?” and
- “How are we remunerated for the services provided?”

It is important to note that when providing personal advice, we are required under the Corporations Act to always act in our client’s best interests. Our Conflicts of Interest Policy details how we manage conflicts of interest in relation to our services. Access to our Conflicts of Interest Policy is available upon request.

This FSG sets out the services that 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 remuneration we receive, our professional indemnity insurance, and how any complaints you may have will be handled.

By engaging, or continuing to engage us you are, in the absence of any formal written agreement with us, agreeing to the delivery of our services and remuneration as described in this FSG. The agreement between us containing clauses in this document will be binding as soon as we perform services for you after the date you receive this document, unless you notify us otherwise in writing. This agreement continues from that time until either party terminates this agreement, or you notify us that you wish to cease to engage us as your broker.

Who are we?

Muscatwood Pty Ltd (ABN 19 914 010 191) is authorised to provide financial services as a general insurance broker under our Australian Financial Services Licence (AFSL No: 246526). Collectively referred to in this FSG as ‘Qsure’, ‘we’, ‘us’ or ‘our’.

Qsure is majority owned by Envest Pty Ltd (ACN 610 997 138) (Envest) and is a Steadfast Group Limited (Steadfast) Network Broker. We are also a member of the Aviso Group Pty Ltd (Aviso Group). For more information refer to the section entitled “What relationships or associations do we have?” in this FSG.

We offer a wide range of insurance products covering business, personal and specialist insurance and can negotiate with insurers, on your behalf, to deliver tailored coverage at competitive premiums.

How can you provide us with instructions ?	In order for us to act on your behalf you must provide us with instructions and other information about the services you require. You can give us instructions using the contact details at the top of this FSG . In some circumstances it may be necessary for you to give us instructions in writing. We will tell you when this is the case.
Who is responsible for the financial services provided?	Qsure is responsible for the financial services that will be provided to you, including the distribution of this FSG. Qsure holds a current Australian Financial Services Licence (no. 246526).
What financial services do we provide?	Qsure is authorised to: <ul style="list-style-type: none"> • deal in (including to issue and arrange for others to deal in), and provide personal and general advice concerning general insurance products; and • provide claims handling and settling services. <p>We will do this for you as your broker unless we tell you otherwise. We will seek quotes from the broader general insurance market before making a recommendation. We have arrangements with a number of Australian insurers and underwriting agencies including underwriters at Lloyd’s of London, which enables us to find the right insurance product for you.</p>
What is our relationship with you?	As general insurance brokers, we normally act as your agent when dealing with insurers. When engaged by you to act as your insurance broker, we have a duty to act in your best interests. When you do business with us, you may deal with our employees, or one of our “Authorised Representatives” or “Distributors”. <p>Authorised Representatives are third parties whom we have authorised to provide financial services on our behalf. When you are dealing with one of our Authorised Representatives, their name, contact details and authorised representative number will be disclosed in the document attached to this FSG.</p> <p>Distributors are third parties who we have authorised to deal in specific insurance products on our behalf. They can only provide factual information and are not authorised to provide any advice.</p> <p>Our Authorised Representatives and Distributors are not employees of Qsure.</p>
When do we act for Insurers?	Sometimes we will act under a binder or agency from the insurer. When we act under a binder or agency we will be acting as the agent of the insurer. This means that we represent and act for the insurer, not for you. We will tell you when we act under a binder or agency to arrange your insurance.
Will you receive tailored advice?	Not in all cases. However, we may need information about your personal objectives, details of your current financial situation and any relevant information, so that we can arrange insurance policies for you, or issue insurance policies to you or to give you advice about your insurance needs. We will ask you for the details that we need to know. <p>If we provide you with personal advice, we will review and consider your individual circumstances before providing our advice. We may also provide you with a Product Disclosure State (PDS) and/or policy wording and a Statement of Advice (SOA) (if required). You should read the warnings contained in any SOA, or any other warnings that we give you, carefully before making any decision about an insurance policy.</p> <p>If we provide you with general advice we may give an opinion about a product which is not based on a detailed consideration of your individual needs, objectives or financial situation. When giving general advice, we will give a warning that you should read the relevant PDS and/or policy wording in full and consider whether the insurance product in question is appropriate for your circumstances.</p>

Where 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.

Do we provide an Invoice?

We will invoice you for the premium (which may include our commission), relevant statutory charges (including GST) and any fee we charge you for arranging your insurance cover. You must pay us by the due date shown on the invoice.

Your payment of the invoice issued is treated as acceptance of all of the terms and conditions of the associated insurance policy.

Once you have paid an invoice, we hold the premium you pay on trust for you until we pass it on to the insurer. If there is any delay between you paying an invoice and us passing your premium on to the insurer, we may retain any interest earned on the premium during that period. Where a premium remains unpaid, an insurer may have the right to cancel the policy and you may not be insured. The insurer may also charge a premium for the time on risk.

If the premium remains unpaid, your broker may contact the insurer and the insurer may cancel your policy.

How are we remunerated for the services provided?

Type	Amount
Commission paid by insurer	<p>We usually earn a commission from the insurer when we place your insurance.</p> <p>The amount is calculated as a percentage of the premium (including government fees or charges) and is included in the premium quoted to you.</p> <p>Depending on the insurance product, our commission ranges from 0% to 30% of the insurer's base premium (i.e. premium excluding stamp duty, fire services levy, GST or any other government taxes, fees or levies).</p>
Commission paid by premium funder.	<p>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.</p> <p>Our commission rates for premium funding are in the range of 0 to 6% 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. The amount of our commission and any fee that we charge will set out in the premium funding contract.</p>
Broker Fee paid by you	<p>We may charge a broker fee when we place your insurance. The amount of any fee we charge may typically vary from 0% to 100% depending on the complexity of your insurance needs and the size of your account with us.</p> <p>The brokerage fee will be detailed on your invoice and provided to you at the time you receive advice or as soon as practical after that.</p>

Referral fees paid to third parties by us	If you were referred to us by a third party, we may pay the referrer a referral fee. This fee is calculated as a percentage of the fees and commission earned from the referral and can be up to 100% of the fees and commissions we receive. This is a separate payment that we make to the referrer and does not increase the amount you pay for your insurance cover.
Employee salaries paid by us	Our employees are paid an annual salary and may receive a bonus based on based on our performance criteria.
Other remuneration	<p>As a Steadfast Network Broker, we have access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These member services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.</p> <p>While providing services to you, we may also receive non-monetary remuneration from insurers, underwriting agencies or other third parties. This can include access to technology platforms and IT support, education and training, event sponsorship, and marketing assistance. We do not accept non-monetary remuneration if this could reasonably be expected to influence the services that we provide to you.</p>
Provision of Personal Advice	If we provide personal advice, we will inform you of any fees, commission, benefits, bonuses, payments to third parties or other remuneration which will be paid or received in relation to the policies that are the subject of the advice (if you accept it). This information will be provided at the time the advice is provided or as soon as practical after that time.

What is the cost of early cancellation and varying insurance?

Our remuneration is payable on the terms of our invoice and is considered fully earned at the time that we issue the invoice. If your insurance contract is cancelled or varied before the expiry of the period of insurance, you will be paid any refunded pro-rata premium received from the insurer (less the commission & broker fees paid to us).

We will retain all of our commission, fees and other remuneration in full in the event of any early cancellation or variation of your insurance contract or adjustment of premium. We may charge an additional fee for processing your request to cancel or vary your insurance contract and you agree that this fee may be offset against any premium refund you are entitled to.

What relationships or associations do we have?

Invest

We are part of a group of companies owned by Invest Pty Ltd (ACN 610 997 138) (Invest). Invest is an equity investment business that focuses on investing and supporting insurance advisory businesses. Invest also has majority and minority interests in related service providers such as insurance broking, underwriting agencies (on behalf of local and overseas insurers) and claims administration.

In some in the document attached, your broker may recommend, refer you to or advice you to use, the services of other companies in the Invest group of companies. We will only do this if it is appropriate for you and in your best interests to do so.

Aviso Group

Qsure is member of the Aviso Group Pty Ltd (Aviso Group), which is comprised of eight insurance brokerages across five states who together form the national broking group.

Steadfast

Qsure is a Steadfast Group Limited (Steadfast) Network Broker. Steadfast Group Limited (Steadfast) is a public company that operates a large network of insurance brokerages in Australia known as Steadfast Brokers.

CQIB

Qsure is also a member of the Council of Queensland Insurance Brokers Inc. (CQIB) and may receive indirect benefits from arranging cover for CQIB branded products. CQIB negotiates with certain insurers to issue enhanced products with broader cover for the clients of CQIB members. Your broker will only recommend cover for you from CQIB branded products if it is appropriate for you and in your best interests.

How do we manage Conflict of interests?

We will contact you in a timely manner if we identify that there is or is likely be a conflict of interest in us providing services to you. We will suggest steps to manage the conflict in your best interests and will only continue to provide services to you with your consent.

Where there are potential conflicts of interest in our remuneration arrangements or in our dealings with related parties, they are managed in accordance with our Conflicts of Interest Policy which all staff and representatives must comply with. If we cannot provide services to you due to a conflict of interest that cannot be managed, we will notify you immediately.

The entities listed below are underwriting agencies and wholesale brokers which Envest has an interest in. We may place your insurance through one of these entities. Any placement will be on arm's-length terms but in affecting the contract of insurance the underwriting agencies and wholesale brokers may be acting under a binding authority granted by the insurer. We will receive commission from these underwriting agencies' and wholesale brokers insurer partners as payment for the placement of the policy.

Allstate Insurance Pty Ltd, Blue Zebra Insurance Pty Ltd, ATL Insurance Group Pty Ltd, RedSky Insurance Pty Ltd, Point Underwriting Agency Pty Ltd, PI Plus Insurance (PIP) (Aust) Pty Ltd, Ukawa Pty Ltd (SGUA), Aster Underwriting Pty Ltd, Club 4x4 Pty Ltd, KT Insurance (Lifestyle Insurance Group Pty Ltd), Evari Insure Pty Ltd, Qsure Insurance Brokers (Melb) Pty Ltd.

We refer you to the Envest website for further details on all related companies at <https://envest.com.au/>

What is the renewal process?

We will contact you before your existing policy expires to send you a renewal information pack. This information describes any next steps to be taken before your policy expires. We will contact you using the details that we have on file for you to discuss your requirements for renewal of your insurances including whether to seek terms from other insurers.

If after we have taken reasonable steps to contact you prior to the expiry of your insurance where we are unable to contact you to obtain instructions, you authorise us to renew your existing policy with your current insurer as per expiring policy details to make sure that you remain protected.

What should I do if I have a complaint?

If you are concerned about the services provided by us, any product we have arranged, our interactions with you or how we have handled your Personal Information, please contact your broker.

We will acknowledge your complaint in writing or by telephone within 1 business day, or as soon as practicable. We will take all reasonable steps to ensure that the person to whom your complaint relates does not handle your complaint.

If, within 5 days, your broker is unable to resolve your complaint to your satisfaction, the matter will be referred to our complaints officer who can be contacted directly on 07 3835 0350.

We will then investigate the matter and attempt to resolve your complaint in accordance with our Disputes and Complaints Handling Management Policy. We will advise you of the outcome of our review of your complaint within 30 days of when you first made your complaint.

Qsure 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 is an independent external dispute resolution body approved by the Australia Securities and Investment Commission. AFCA resolves disputes at no charge to you and has the authority to deal with certain financial services disputes within its Terms of Reference. The AFCA can be contacted:

In writing to: Australian Financial Complaints Authority,

GPO Box 3, Melbourne, VIC 3001

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

Website: www.afca.org.au

If you think we may have breached the Code; you can report alleged breaches to the Insurance Brokers Code Compliance Committee (IBSSS). You can contact the IBCCC using the following details:

Website: www.insurancebrokerscode.com.au

Email: info@codecompliance.org.au

Telephone: 1800 931 678 (free call)

in writing to: IBCCC P.O. Box 14240, Melbourne VIC 8001

What are our arrangements to compensate clients for losses?

Qsure has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers us and our representatives (including our Authorised Representatives) for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives in the provision of financial services

Our PI policy also covers us for claims relating to the conduct of representatives who no longer work for us.

Are we a member of the NIBA Code of Practice?

Qsure are members of the National Insurance Brokers Association (NIBA) and are bound by their Code of Conduct. We also subscribe to the General Insurance Brokers Code of Practice (the Code).

The Code sets out standards for brokers to follow when dealing with clients. A copy of the code can be provided upon request or obtained from the NIBA website:

www.niba.com.au/insurance-brokers-code-of-practice/.

What if I need special assistance?

We will take all reasonable steps to ensure our services are accessible to clients with special needs. Please let us know if you are experiencing any vulnerability when engaging our services, for example relating to your age, disability or mental or physical health conditions.

If you tell us or we identify that, due to your vulnerability, you need additional support or assistance, we will work with you as soon as possible to find a suitable way to provide our services to you. During this time, we will of course respect your right to privacy and self-advocacy. If your circumstances mean that you need third-party support (such as a lawyer, interpreter or friend), we will work with you to allow for this when providing our services.

What do we do with your personal information?

From time to time and where we are permitted by law to do so, we may also use or disclose your Personal Information for the purpose of marketing our services, or the products and services of related entities and third parties, to you. Please tell us if you do not want us to use or disclose your Personal Information for marketing purposes by contacting our privacy

officer by phone 07 3835 0350, via mail to PO Box 3777, South Brisbane BC Qld 4101 or email info@qsure.com.au.

For detailed information about how we handle your Personal Information, please see our Privacy Policy which is available on our website at [Privacy - Qsure Insurance Brokers](#). Our Privacy Policy also contains information about how you may access, update and correct the Personal Information you have provided to us or how you may make complaints in relation to the handling of your Personal Information and how we will deal with your complaint.

Any questions?

If you have any further questions about the financial services Qsure provides or require further explanation or information, please contact your broker, send us an email at info@qsure.com.au or call 07 3835 0350.

How are changes to this FSG communicated?

Information in this document may change from time to time. We may make such changes by amending the FSG and publishing an updated version on our website. You may also obtain a printed copy of the updated information by contacting your broker, emailing us at info@qsure.com.au or calling 07 3835 0350.

Authorised Representative Details

Issued 8th November 2022

This document forms part of, and should be read in conjunction with, the Muscatwood Pty Ltd (ABN 19 914 010 191) (AFSL 246526), (Qsure) Financial Services Guide (FSG). Together, these documents provide details of the services that we can provide, on whose behalf we act when providing those services, information about the remuneration we may receive and how we handle any complaints you may have.

Fees and commissions

We usually earn a commission from the insurer when we place your insurance. The amount is calculated as a percentage of the premium (including government fees or charges) and is included in the premium quoted to you.

Depending on the insurance product, our commission ranges from 0% to 30% of the insurer's base premium (i.e. premium excluding stamp duty, fire services levy, GST or any other government taxes, fees or levies).

Referral fees and other associations or relationships

If you were referred to us by a third party, we may pay the referrer a referral fee. This fee is calculated as a percentage of the fees and commission earned from the referral and can be up to 100% of the fees and commissions we receive. This is a separate payment that we make to the referrer and does not increase the amount you pay for your insurance cover.

Financial services provided

The Authorised Representatives detailed below are authorised by Muscatwood Pty Ltd to issue, advise and deal in general insurance products to wholesale and/or retail clients.

Contact Details

Authorised Representative

Qselect Agencies Pty Ltd

ABN (66 605 334 996)

Melissa Ryan

Amy Morrison

Kathryn Austin

Robert Gooley

Samantha Exner

Address:

Phone:

Email:

Website:

Corporate Authorised Representative number 1295700

Authorised Representative number 1288998

Authorised Representative number 1288995

Authorised Representative number 0324447

Authorised Representative number 1294122

Authorised Representative number 1288996

Level 4, 154 Melbourne St, South Brisbane Qld 4101

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Australian Financial Services Licensee

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