



## Financial Services Guide

This Financial Services Guide (FSG) is an important document. It is aimed to help you decide whether to use the services we, Matheson Life Insurance Brokers (MLIB), and the relevant Representatives can provide.

It tells you what services can be provided in relation to the relevant products, how MLIB, the Representatives and other relevant persons are remunerated, any potential conflicts of interest and how complaints are dealt with.

You will also receive a Statement of Advice (SoA) if you are provided with a 'personal advice' service. The SoA contains the personal advice, the basis on which it is given and information about fees, commissions and any associations with product issuers or other parties, which may have influenced the advice.

Before any financial product is issued, you should be given a Product Disclosure Statement (PDS). The PDS contains information about the particular product to assist you in making an informed decision about that product.

If you don't receive a SoA or PDS or this FSG has any handwritten changes made to it, please call us.

Key information is set out in answer to the questions below. If you need more information or clarification, please ask us.

Brett Matheson  
PO Box 131  
Canungra Qld 4275  
Telephone: 07 5543 4433  
Representative

**Matheson Life Insurance Brokers**  
ABN 73 092 351 865  
Australian Financial Services Licensee No. 294399  
Shop 3b, 40 Christie Street Canungra Qld 4275  
Phone (07) 5543 4433

### Who is my representative?

Your Representative's name, qualifications and experience are set out in the Attachment to this FSG.

Your representative is a representative of Matheson Life Insurance Brokers.

Matheson Life Insurance Brokers has authorised your Representative to act on its behalf and provide this FSG.

### Who will be responsible for the advice given to me?

Your Representative will be acting on behalf of MLIB in providing the authorised services in relation to the relevant financial products set out in the Attachment to this FSG.

Matheson Life Insurance Brokers is a wholly owned independent Company. Matheson Life Insurance Brokers will be responsible to you in respect of the advice your representative provides to you.

Matheson Life Insurance Brokers holds an Australian Financial Services Licence, which provides the authority to provide the services in relation to the products set out in the attachment to this FSG.

### What services are available to me?

Financial Lifestyle Solutions is authorised to deal and advise in relation to the following types of financial products:

▪ Life Insurance	▪ Life Insurance (key man, business insurance, income protection, Trauma, Life, total permanent disablement benefits, Group insurance).
▪ Business Insurance.	

Your Adviser is only authorised to provide the services set out in the Attachment.

It is important to note that **your adviser cannot provide advice** on the following:

- Tax-effective schemes (eg agricultural schemes)
- Derivatives
- General Insurance
- Foreign Exchange
- Personal & Employer Superannuation and Roll Overs
- Investment and Retirement planning
- Investment gearing strategies
- Portfolio reviews
- Information on social security benefits

If you are interested in services your Representative cannot provide please ask your Representative to refer you to another Representative who can provide this.

If you believe that the Representative is acting outside their authority as set out in the attachment, please call Matheson Insurance Brokers before proceeding.

### What are the 'types' of service that I can obtain?

Your Representative can provide the services set out in the Attachment. In some cases, the type of service provided for a particular product may be different to that provided for others. You can also agree on the type of service you want from your Representative.

### **Personal advice**

The most comprehensive service available is a 'personal advice service'. To give this service, your Representative will need to find out your relevant individual objectives, risk profile or tolerance, financial situation and needs before they provide any financial advice to you.

You have the right not to divulge information to your Representative, if you do not wish to do so. In that case, they are required to warn you about the possible consequence of them not having your full personal information. You should read the warnings carefully.

Your Representative must also provide you with a Statement of Advice confirming the personal advice and will explain to you any significant risks associated with any recommendation they make. If they do not do so, you should ask them to explain the risks to you.

### **General advice**

In some cases your Representative may not provide any personal advice and only provide a general advice service. This means that whilst they promote and recommend the relevant financial product, they do not consider your relevant individual objectives, financial situation and needs. They will warn you when this is the case.

### **No advice service**

In certain cases, your representative may provide no advice in relation to a product. In such cases, they will only collect information from you or provide you with factual information and act under your instructions. They will not make any recommendation or give an opinion about the relevant financial product. If a no advice service is provided, you face the risk that the product(s) you select may not be appropriate for your individual objectives, financial situation or needs.

### **What information is kept in my file and can I examine my file?**

Your Representative will maintain a record of any personal information provided by you including details of your investment objectives, financial situation and needs. **If your circumstances change please contact us.**

They will also keep records of any personal advice given to you. If you wish to examine your file, you should ask your Representative, and they will make arrangements for you to do so.

Matheson Life Insurance Brokers has implemented a privacy policy to ensure the privacy and security of your personal information. The Representative abides by this policy. **A copy of the privacy statement is enclosed for your information. If you require a copy of our privacy policy please contact MLIB on 07 5543 4433.**

### **How will I pay for the service?**

The following table outlines the ways we are remunerated for providing financial services for different types of products. Specific detail of your Representative's remuneration is outlined in the Attachment within this document. Where personal advice is provided, more details of the remuneration will be set out in the Statement of Advice given to you.

Type of Product	Our Remuneration	
	Initial	Ongoing
Life Insurance Only	<p>Initial commission may be paid by the insurance company, Matheson Life Insurance Brokers may receive up to 121% +GST of the amount of your premium.</p> <p>We would then pay your representative this amount in full.</p> <p>Note that the initial commission reflects our considerable set up work involved in assisting you and the insurance company, establish the policy. This work includes:</p> <ul style="list-style-type: none"> <li>▪ reading and checking of all application forms and supporting documentation;</li> <li>▪ responding to queries raised by you and the insurance company as appropriate;</li> <li>and</li> <li>▪ In the event of a claim on the policy in the future your representative may charge you a fee (set out in your Terms of Engagement Letter) to assist you in processing the matter with the insurance company.</li> </ul>	<p>Where ongoing commissions are paid, Matheson Life Insurance Brokers receives up to 30% +GST of your premium amount.</p> <p>We would then pay your representative this amount in full.</p> <p>(Note that ongoing commission varies in accordance with the amount of initial commission paid, where the higher the initial commission, the lower the ongoing commission and vice-versa.)</p>
All products	<p>Commission is only payable while the policy remains in place and premiums are paid. A proportion of the commission may be repayable to the insurance company if it is cancelled within the first two years.</p>	<p>Your representative and Matheson Life Insurance Brokers may also receive indirect benefits for example conferences or study trips, professional lunches, sporting and cultural events organised by financial products providers. *</p>
<p><b>Sponsorship from various insurance companies.</b></p> <p>Matheson Life Insurance Brokers and it's employees may also receive indirect benefits including business lunches, tickets to sporting and cultural events, corporate promotional merchandise and other minor benefits unquantifiable at this stage from product providers.</p> <p>Any such benefits will be fully disclosed within the Statement of Advice.</p> <p>Matheson Life Insurance Brokers will not be influenced by any of these incentives in regard to the advice offered to you.</p> <p>Matheson Life Insurance Brokers may become eligible for shareholding in Associated Advisory Practices, a service company that provides legal, compliance training and business development support to Matheson Life Insurance Brokers through the placement of insurance products provided by Aviva and Commisure</p>		

Please note in providing our services, we incur business expenses that are paid from the commissions and fees we receive. The list below is not comprehensive but includes:

- Professional Indemnity Insurance
- Continued Professional Education and training
- Professional and Industry Memberships
- Compliance and audit costs
- Staff salaries and staff training
- Professional representative fees
- Rent and office costs

## Referrals

Please note that your representative may receive or make referrals of business from or to the following professionals:

Accountants, Legal advisers, General Insurance Brokers, Mortgage Brokers, Stockbrokers, Life Insurance Brokers, other advisers. In some cases your representative may receive or pay a referral fee in respect of these arrangements. Where they do so they will disclose the fee to you. Matheson Life Insurance Brokers also recommends that where you are referred to your representative or by your representative to another professional that you ask what formal referral payment arrangements exist if any.

## How to give instructions

You may tell your Representative how you would like to give instructions. For example - by telephone, fax or letter. Your Representative will tell you if there are any restrictions on how instructions can be given for certain services (if any).

## Who can I complain to if I have a complaint about the services provided?

If you have a complaint about the service provided to you, you should take the following steps.

1. Contact your Representative and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please contact the Matheson Life Insurance Brokers on (07) 5543 4433, or put your complaint in writing to Matheson Life Insurance Brokers, PO BOX 131 Canungra Qld 4275. We will endeavour to resolve your complaint quickly and fairly.
3. If you still do not get a satisfactory outcome, you can contact an independent complaints body.

For Life Insurance products, contact the Insurance Brokers Disputes Limited (IBD) or Financial Industry Complaints Service (FICS) of which Matheson Life Insurance Brokers are members.

You can telephone IBD or FICS from anywhere in Australia on 1800 064 169 or 1800-335-405 respectively. The address for IBD is Level 10 99 Williams Street Melbourne VIC 3000 or FICS is PO Box 579 Collins Street West Melbourne Vic 8007.

You can also contact the Australian Securities & Investments Commission (ASIC) at their Freecall Infoline on 1300 780 885, which you may use to make a complaint and obtain information about your rights.

## Privacy Statement

Matheson Life Insurance Brokers bound by the National Privacy Principles established under the Privacy Amendment (Private Sector) Act, 2001. Our Privacy Policy sets out our commitment to those principles and is available by contacting us on 07 5543 4433. We require each of our Representatives to adopt our Privacy Policy.

Our ability to provide you with comprehensive financial services and advice is dependent on us obtaining certain personal and sensitive information about you, which may include:

- employment details and employment history;
- details of your financial needs and objectives;
- details of your current financial circumstances, including your assets and liabilities (both actual and potential), income, expenditure, insurance cover and superannuation;
- details of your investment preferences and aversion or tolerance to risk;
- information about your employment history, employment circumstances, family commitments and social security eligibility; and
- health information (for some types of insurance)

- information used to rate and underwrite an insurance risk

Failure to provide the personal and sensitive information referred to above may expose you to higher risks in respect of the recommendations made to you and may affect the adequacy or appropriateness of advice or financial service we give to you. We will only collect, maintain and use Personal Information about you if it is necessary for us to adequately provide to you the services you have requested :

- implementing recommendations made to you for the purpose of insurances;
- reviewing insurance.

We may disclose personal information about you to another Licensee where they are assisting you or us in the provision of the above services eg. preparing plans, delivering compliance services, issuing a financial product. We may also disclose your personal information to your accountant or other financial service provider where you have authorised such disclosure or where we are required or permitted to do so by the law.

We may use the personal information collected from you for the purpose of providing you with direct marketing material such as articles that may be of interest to you. However you may, by contacting your Representative, request not to receive such information and they will give effect to that request.

In order to ensure that you receive a personal and tailored service, your personal information may be transferred to one of our authorised representatives who will be your primary point of contact with our organisation.

In the event that a Representative(s) proposes to sell their business, or transfer to another Licensee, they may disclose your personal information to a potential purchaser, or Licensee, for the purpose of them conducting due diligence investigations. Any such disclosure will be made in confidence and it will be a condition of that disclosure that no personal information will be used or disclosed by them. In the event that a sale of their business is effected, or they transfer to another Licensee, we may transfer your personal information to that purchaser of the business or Licensee.

Your personal information is maintained securely and is generally held in your client file. In most cases on request we will give you access to your personal information by contacting our Representative or Privacy Officer on the number above.

## **REPRESENTATIVE PROFILE AND AUTHORITY**

### **Representative's Attachment to the Financial Services Guide**

#### **Who is your representative?**

Your Representative's Name is: Brett Matheson

#### Contact Details:

PO Box 131  
Canungra QLD 4275  
Email: brettmath@bigpond.com  
Telephone: 07 5543 4433 Fax: 07 5543 4477

He is a Representative of Matheson Life Insurance Brokers

#### **His qualifications and professional association memberships are:**

Diploma of Financial Planning 1, Diploma of Financial Planning 2, Diploma of Financial Planning 5  
Diploma of Management.

Brett is IPS 146 compliant

#### **His experience is:**

Brett has been in the financial services industry for the last 20 years. Over that time he has had extensive experience in providing advice for clients relating to insurances, investments and superannuation. In addition, he has also held a number of senior management roles within large insurance and financial services companies including Tower Life.

He is authorised to provide the following services in relation to the relevant financial products

▪ Life Insurance	▪ Life Insurance (key man, business insurance, income protection, Trauma, Life, total permanent disablement benefits, Group insurance).
▪ Business Insurance.	

#### **He is remunerated in the following ways**

1. May charge a Statement of Advice preparation fee of \$75 per hour with a minimum of 4 hours.
2. May charge a fee of \$75 per hour for Risk Management Advice and insurance strategies.
3. Receives fees and commissions for the placement of new business and for the renewal of ongoing business from product providers. For details please refer to the main body of the FSG.
4. Attends quarterly professional development days facilitated by life companies.

All fees and commissions are exclusive of GST and are negotiable at the discretion of the Adviser.

**All fees and commissions are disclosed in the Statement of Advice.**