

## Financial Services Guide

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

### RSM Group Pty Ltd

ACN 006 361 226 | ABN 40 006 361 226 | AFSL 239631

380-382 Canterbury Road, Surrey Hills Vic 3127

P O Box 314, Surrey Hills Vic 3127

Phone: 1300 786 806 or 03 9276 0900

Email: [insurance@rsmgroup.com.au](mailto:insurance@rsmgroup.com.au)

Web: [www.rsmgroup.com.au](http://www.rsmgroup.com.au)

### RSM GROUP Pty Ltd

#### Group Head Office

380-382 Canterbury Road  
Surrey Hills Vic 3127

P.O. Box 314  
Surrey Hills Vic 3127

T: (03) 9276 0900

F: (03) 9817 2055

E: [insurance@rsmgroup.com.au](mailto:insurance@rsmgroup.com.au)

[www.rsmgroup.com.au](http://www.rsmgroup.com.au)

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

### LACK OF INDEPENDENCE

#### Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you

We, RSM Group Pty Ltd, are not independent, impartial, or unbiased pursuant to section 923A of the *Corporations Act* because:

- RSM Group Pty Ltd may receive commission, when we provide personal advice to you in relation to insurance products and other financial products;

Further information about these benefits and relationships is set out in this Financial Services Guide.

If you have any questions about this information, please ask us.

### Further information when personal advice is given

We will provide you with further information whenever 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 me/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 I/we deal with regularly.

### RSM GROUP – FSG V6 01 08 2022

RSM Group Pty Ltd | ABN 40 006 361 226 | AFS Licence No. 239631

Incorporating | RSM Insurance Brokers | RSM Tasmania Pty Ltd | Transport Plus Insurance Brokers Pty Ltd | RSM Build Pty Ltd

## Product disclosure statement

If 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 from the insurer. The PDS will contain information about the particular policy, which will enable you to make an informed decision about purchasing that product.

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| <b>From when does this FSG apply?</b>  | This FSG applies from 1 August 2022 and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.   |
| <b>How can I instruct you?</b>   | You can contact us to give us instructions by post, phone or email on the contact number or details mentioned on page 1 of this FSG.   |
| <b>Who is responsible for the financial services provided?</b>   | RSM Group Pty Ltd 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.<br><br>RSM Group Pty Ltd holds a current Australian Financial Services Licensee no: 239631. The contact details for RSM Group Pty Ltd are on the front of this FSG.   |
| <b>What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?</b> | RSM Group Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients under RSM Group Pty Ltd's Australian Financial Service Licence. We will do this on your behalf as your broker unless we tell you otherwise.  |
| <b>Will I receive tailored advice?</b>   | <p>Maybe 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. We will ask you for the details that we need to know.</p> <p>In some cases, we will not ask for any of this information. If we do not ask, or if you do not give us all of the information we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation.</p> <p>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>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.</p> |

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**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.

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**What information do you maintain in my file and can I examine my file?**

RSM Group Pty Ltd maintains a record of your personal profile, including details of insurance policies that we arrange for you. RSM Group Pty Ltd may also maintain records of any recommendations or advice given to you. RSM Group Pty Ltd 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.

RSM Group Pty Ltd is committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of RSM Group Pty Ltd's privacy policy is available on request. A copy is also available on RSM Group Pty Ltd's website, [www.rsmgroup.com.au/privacy](http://www.rsmgroup.com.au/privacy).

If you wish to look at your file please ask us. We will arrange for you to do so.

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**How will I pay for the services provided?**

Payment for the services we provide you are payable directly to RSM Group Pty Ltd. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. RSM Group Pty Ltd often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to RSM Group Pty Ltd by the insurers. In some cases, you will also be charged a fee. These will all be shown on the invoice that is sent to you.

You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay RSM Group Pty Ltd 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), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in commission.

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

If we provide you with claims handling and settling services, we will inform you of any fees, commission or other payments that we, RSM

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**RSM GROUP – FSG V6 01 08 2022**

Group Pty Ltd, or our associates will receive in relation to the claims handling and settling services that are provided.

**How are any commissions, fees or other benefits calculated for providing the financial services?**

RSM Group Pty Ltd's commission will be calculated based on the following formula:

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

In this formula:

X = RSM Group Pty Ltd's commission

Y% = the percentage commission paid to RSM Group Pty Ltd by the insurer. RSM Group Pty Ltd's commission varies between 0 and 30%.

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

Any fees we charge you will be calculated taking into consideration the cost of services such as market research on products available, assessing the claims paying ability of insurers, sourcing alternative quotations and coverage, and risk analysis and portfolio co-ordination. We also take into account general office overhead costs associated with the calculation, preparation and production of tax invoices and supporting documentation, insurer premium and statutory charges collection, and settlement to underwriters and relevant authorities.

RSM Group Pty Ltd does not and we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If RSM Group Pty Ltd does, RSM Group Pty Ltd will pay commissions to those people out of its commission or fees (not in addition to those amounts), in the range of 0 to 50% of its commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary and at times a performance bonus.

If we give you personal advice, we will inform you of any fees, commission or other payments 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?**

RSM Group Pty Ltd is a Steadfast Group Limited (**Steadfast**) Network Broker and brokerage company and/or principals/directors hold shares in Steadfast. As a Steadfast Network Broker, RSM Group Pty Ltd has access to member 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 – 1.5% for each product arranged by RSM Group Pty Ltd 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.

As a Steadfast Network Broker, RSM Group Pty Ltd has access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability advice and assistance, 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.

You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

If we arrange premium funding for you RSM Group Pty Ltd may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that RSM Group Pty Ltd is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or changes). If you instruct us to arrange or issue a product, this is when RSM Group Pty Ltd become entitled to the commission.

RSM Group Pty Ltd's commission rates for premium funding are in the range of 0 to 3% of funded premium. When we arrange premium funding for you, you can ask us what commission rates RSM Group Pty Ltd are paid for that funding arrangement compared to the other arrangements that were available to you.

Some of the insurers that RSM Group Pty Ltd do business with give us other benefits such as training and social business functions. These benefits change from year to year.

We may from time to time receive small gifts and gratuities. These benefits do not increase the amount you are required to pay for your insurance.

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**What should I do if I have a complaint?**

1. Contact RSM Group Pty Ltd and tell RSM Group Pty Ltd about your complaint. RSM Group Pty Ltd will do its best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 20 days, please contact Complaints Officer on (03) 9276 0900 or put your complaint in writing and send it to the address noted at the beginning of this FSG. RSM Group Pty Ltd will try to resolve your complaint quickly and fairly.
3. RSM Group 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:

Australian Financial Complaints Authority,  
GPO Box 3, Melbourne, VIC 3001

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Ph - 1800 931 678

Email - [info@afca.org.au](mailto:info@afca.org.au)

Website - [www.afca.org.au](http://www.afca.org.au)

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**What arrangements  
are in place to  
compensate clients  
for losses?**

RSM Group Pty Ltd has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers RSM Group Pty Ltd and its representatives (including authorised representatives) for claims made against us and our representatives by clients as a result of conduct of us, our employees or representatives in the provision of financial services.

The PI policy will cover us for claims relating to the conduct of former representatives who no longer work for RSM Group Pty Ltd.

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

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**Any questions?**

If you have any further questions about the financial services RSM Group Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with RSM Group Pty Ltd.

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