

## FINANCIAL SERVICES GUIDE (FSG)

### ABOUT THIS GUIDE

This Financial Services Guide (FSG) has been designed to assist you in deciding whether to use our services.

It describes the kinds of financial services we offer. It also contains general information about how we and others are remunerated in relation to those services, and information about how you may access our internal and external dispute resolution procedures. We trust it will assist you in deciding whether to use our services.

### ABOUT MB INSURANCE GROUP

MB Insurance Group Pty Limited is an Australian Financial Services Licensee authorised to arrange, issue, vary and cancel general insurance products, give you general financial product advice in relation to general insurance, and provide claims handling and settling services. We have a binder with QBE Insurance (Australia) Limited (QBE) ABN 78 003 191 035, AFS Licence No. 239545, to arrange comprehensive Motor Vehicle Insurance and provide claims handling and settling services on behalf of QBE.

If we recommend an insurance policy to you, we will give you a Prestige Motor Vehicle Insurance Product Disclosure Statement and Policy Wording (PDS). The PDS will describe the significant features of the policy and will assist you to compare and make an informed choice before purchasing it. We have also prepared a Target Market Determination which describes the target market for our product and is available from our website.

Please note that any advice we provide is of a general nature only. It will not take into account your objectives, financial situation or personal needs. Accordingly before deciding to purchase any policy we suggest you should consider its appropriateness for your needs.

We have professional indemnity insurance in place which covers us, our employees and authorised representatives for any errors or mistakes relating to our insurance services. This insurance meets the requirements of the Corporations Act and meets claims relating to an employee or authorised representative even after they cease to be an employee or authorised representative, provided that the insurer is notified of the claim when it arises and this is done within the relevant policy period.

### HOW WE ARE PAID

We receive commission of 25% of the premium (exclusive of government charges) for each policy we arrange. We receive our commission only after you pay the premium. We may also charge you a fee of up to \$250 for arranging the insurance cover. The amount is based on the work needed to arrange your insurance and will be shown separately on any quotation that we give you.

We may also receive a profit share commission of up to 2.875% of the premium. This commission is only payable to us if certain profitability targets are met.

The commission and fees pay our administrative cost of arranging your insurance and other expenses of providing services to you. These include marketing, underwriting, policy alterations, data entry, renewal invitation functions and claims handling including recoveries from third parties.

Our staff receive a salary and may also receive a bonus or incentive, depending on a number of factors including achievement of company goals.

### IF YOU HAVE A CONCERN

If you have any concerns about our services, please first contact the person you have been dealing with. If they are unable to satisfy your concern, please ask to speak to the Compliance Manager who is obliged to ensure that any concerns you may have are resolved in a speedy and professional manner.

If your dispute is about a policy or a claim and you are not happy with our answer then please contact your nearest QBE office and ask to speak to a dispute resolution specialist. If you are not happy with QBE's answer or they have taken more than 15 days to respond, you may refer the matter to the Australian Financial Complaints Authority (AFCA). This is an external dispute resolution service that is free to consumers. Their toll free number is 1800 931 678.

### CONTACT US

You can contact us during normal business hours at the address and contact details shown below:

**MB Insurance Group Pty Limited**

**AFS Licence No:** 243522

Suite 1, Level 12, 115 Pitt Street, Sydney NSW 2000

PO Box Q1233, QVB Post Office NSW 1230

**Telephone:** (02) 9966 9777

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

For contact details for our Interstate or Corporate Authorised Representative's offices please refer to our web site or phone

**Freecall 1800 021 156**