

- Sourcing alternative quotations and coverage.
- Risk analysis and portfolio co-ordination.
- SOA Preparation

All fees payable for our services will be advised to you at the time of providing the advice or service.

If we hold money in trust pending payment to a General Insurer, we will retain interest earned on these funds.

We may not return commission or fees on any cancellations of contracts prior to the expiry of that insurance.

### Receipt of Soft dollar benefits policy

From time to time we and our representatives may also receive what are commonly referred to as "soft dollar benefits" from product issuers and other financial service providers we deal with. These can include entertainment (e.g. lunches, sporting events, movies etc) conferences (e.g. attendance at a product issuer conference, occasional small gifts such as bottles or wine or hampers on special occasion etc.). These benefits are provided by a wide range of product issuers and service providers. In most cases they relate to our development of an understanding of the product issuer and service provider and their product ranges etc. Ultimately, this assists us in better servicing and representing you.

Our policy is that any of the above received by us or our representatives that exceed \$300 per item in the estimated value are potentially material. This means that they must be disclosed to our Conflicts Manager in writing. The Manager determines if appropriate procedures are in place to manage or avoid any potential conflict of interest which might arise. They only approve benefits where there is the case and retain a record of this which you access on request.

### PREMIUM FUNDING

Premium funding products enable you to pay your premiums by installments. Premium funders do charge interest. We can arrange premium funding if you require it. We may receive a commission based on a percentage of the premium from the premium funder for doing so. We will tell you the basis and amount of any such payment if you ask us.

### RELATED ENTITY DISCLOSURE

First State Finance Corporation Pty Ltd which is the preferred Insurance Premium Funder for General Insurance is a wholly owned 100% subsidiary of Knight Management Services Pty Ltd. Interest rates charged generally are benchmarked at or below industry rates

### HOW OUR REPRESENTATIVES ARE PAID

Our representatives do not receive any benefit directly from the sale of a product to you. Staff are predominately on a salary based structure. If a person has referred you to us, we may pay them a part of any fees or commission received. This will be disclosed in any SOA you receive.

### CODE OF ETHICS

Knight Management Services Pty Ltd are members of the Association of Financial Advisers and as such are bound by their Code of Ethics and Service Standards

### COMPLAINTS

Clients who are not fully satisfied with our services should contact our Complaints Officer.

If the complaint can't be resolved to your satisfaction within 20 business

days, you have the right to refer the matter to the Credit Ombudsman Service Ltd (COSL). We will provide you with further details about COSL upon lodging your dispute with us, or at any time upon your request.

We also adopt the General Insurance Brokers Code of Practice. Further information is available from our office, or contact.

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

1. Gather up all supporting documents about your complaint, think about the questions you want answered and decide what you want us to do. Then contact your adviser to tell them about the complaint.
2. Your complaint will be acknowledged. If your complaint is not satisfactorily resolved by your adviser within five (5) working days, please put your complaint in writing and send it to us at: Complaints Manager.  
We will investigate your complaint and attempt to fairly resolve your complaint within 14 days.
3. If you are not satisfied with our proposed solution you can contact Credit Ombudsman Service Ltd (COSL). COSL is an independent body set up to resolve certain types of complaints with Licences. COSL may be able to assist you to resolve your complaint.

COSL can be contacted on 1800 138 422 or alternatively at the following address:

Credit Ombudsman Service Ltd, PO Box A252, Sydney South NSW 1235 or [www.cosl.com.au](http://www.cosl.com.au)

Alternatively you can contact the Australian Securities and Investment Commission (ASIC) on their Freecall Infoline, 1300 300 630, to find out which industry complaints scheme can help you settle your complaint.

### CONFLICTS OF INTEREST

As a business we have relationships with and receive income from various third parties as detailed in this FSG. Details of relationships that impact the advice that we provide will be included in any SOA we send you. We will give you further information regarding relationships and remuneration that may impact any General Advice provided by us or our representatives upon request.

Neither your adviser nor this Licensee have any association(s) or relationship(s) with any of the issuers of financial products that might reasonably be expected to be capable of influencing them in provision of financial services.

### PROFESSIONAL INDEMNITY INSURANCE ARRANGEMENTS

We and our representatives are covered under professional insurance that complies with the requirements of section 912B of the Corporations Act.

We hold Professional Indemnity cover for the activities conducted under our AFS Licence. The limit of the indemnity is \$2,000,000 for any one claim and \$4,000,000 in the aggregate for all claims arising out of our AFS licence activities.



# KNIGHT MANAGEMENT SERVICES PTY LTD

Australian Financial Services

Licence No: 296983

ACN: 065 279 889

ABN: 18 065 279 889

## FINANCIAL SERVICES GUIDE

Suite 6, 95 Canning Hwy  
South Perth 6151

PO Box 843

Canning Bridge, WA 6153

Telephone: (08) 9474 4466

Facsimile: (08) 9474 1373

*At Knight Management Pty Ltd we aim to make you feel totally at ease with the services we offer. In doing so, we are providing you with this easy-to-understand Financial Services Guide designed to help you understand the financial services we are able to provide to you, and also to assist you in making informed decisions on whether you want to use our products and services.*

## THE PURPOSE OF THIS GUIDE

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of our services and contains important information about:

- The services we offer you
- How we and our associates are paid
- Any potential conflicts of interest we may have
- What to do in the event of a complaint

## RESPONSIBILITY FOR SERVICES PROVIDED

We hold a current Australian Financial Services Licence and are authorised to advise and deal in the full spectrum of general insurance, life insurance and superannuation products.

We are responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG.

In order to be granted and then retain our Licence we are required to meeting stringent guidelines in areas such as: staff training, organisational competence, management expertise, financial control and compliance disciplines.

We have an ongoing requirement to maintain and enhance our professionalism to ensure that you receive fair and honest Financial Services from us.

## WHO DO WE ACT FOR

We usually act on your behalf and in your interests in all matters. Sometimes, it may be more appropriate for us to access insurance or manage claims where we act as an agent of the insurer. If and when this situation arises we will explain and highlight this to you.

## OUR SERVICES

We offer a range of services to assist you to protect your income, assets and guard against unexpected liabilities including:

- Reviewing and advising on your insurance needs
- Identifying risk factors to avoid claims
- Seeking competitive premium quotations

Stephen Knight/Knight Management Services Pty Ltd has been advising it's clients on Insurance related matters since 1986.

## HOW TO CONTACT US

You are able to contact us by phone, in writing, by fax, email or in person.

## OUR PRODUCTS

We can advise and arrange a broad range of insurances on your behalf including:

Home Building and Contents, Landlord, Private and Commercial Motor, Pleasure Craft Farm, Business Packages, Construction, Liability, Industrial and Professional covers, Life and Trauma Insurance, Income Protection and Superannuation, Life Investment products Group Life and Salary Continuance.

## RETAIL CLIENTS

Under the Corporation Act 2001 (The Act) Retail Clients are provided with additional protection from other clients. The Act defines Retail Clients as:

Individuals or a manufacturing business employing less than 100 people or any other business employing less than 20 people And that are purchasing the following types of insurance covers:

Motor vehicle, home building, contents, personal and domestic, sickness/accident/travel, consumer credit and other classes as prescribed by regulations.

Some of the information in this FSG only applies to Retail Clients and it is important that you understand if you are covered by the additional protection provided.

## RETAIL CLIENT ISSUES

Typically we only provide General Advice to our Retail Clients for General Insurance. General Advice does not take into account your particular needs and requirements and you should consider the appropriateness of this advice to your circumstances prior to acting upon it.

If you are a Retail Client and obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will usually give you a **Statement of Advice (SOA)**, that sets out the advice provided and the basis on which the advice is made and our remuneration should you purchase the product.

All retail clients obtaining Personal Advice in Life Insurance, Associated risk products & Superannuation will receive an SOA.

For existing Retail Clients we may not provide an SOA but rather provide the advice to you orally. In such cases you may request us to provide you with a Record of Advice (via phone or in writing) which we will provide to you within 28 days of such request.

If further advice is furnished, or when no financial product is recommended, a Record of Advice (RoA) may be provided to you instead of an SoA. You have the right to request a copy of the RoA (if you have not previously received a copy) within 7 years of that further advice being given.

When you ask 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 we deal with regularly.

There may be cases where you have chosen a particular retail product, like a motor vehicle or house insurance policy, where no Retail Advice was given, in this instance we will provide you with a General Advice Warning (GAW)

If our Personal Advice recommends the purchase of a particular financial product, we will also give you a Product Disclosure Statement at that time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

## WHAT WE EXPECT FROM YOU

To enable us to provide the right advice we need you to provide us with complete information about the risk(s) that you face and those that you want to be insured for.

You should also tell us about any relevant changes as they occur so that we can review your insurance needs accordingly.

We recommend your personal financial situation be reviewed every 12 months or more frequently if your situation changes.

You have the right not to divulge this information to us, if you do not wish to do so. In case, we are required to warn you about the possible consequences of us not having your full personal information. You should read these warnings carefully.

Of course we also ask you to pay our invoices on time and complete all proposal forms honestly, accurately and return them to us by the required date.

## PERSONAL INFORMATION

The National Privacy Principles sets out standards for the collection and management of personal information. With your consent, we will only use your personal information for general/life insurance and superannuation services.

For further information on privacy and information handling practises please refer to our Privacy Policy which is available upon request.

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act 2006 to verify your identity and the source of any investment funds. This means that we will ask you questions in regard to your identity and circumstances and ask that you present identification documents such as passports and driver's licence to us. We may also retain copies of this information. We assure you that this information will be held securely and will only be divulged if we are required to do so under the law.

## CLAIMS

We will try and take the pain out of the claims process by assisting and advising you in regard to the scope of cover and explaining how the claims process works.

We will promptly forward to you all claims documentation, settlement cheques and other information.

## COOLING OFF PROVISIONS

All retail products are subject to a 14 day 'cooling off period'. This means that if you are not happy with the product, you have 14 days to withdraw from the contract at no cost to you.

## OUR SOURCES OF INCOME

When placing your insurance we usually receive a commission from the insurer. The amount varies between 0% and 25% of the base premium you pay for General Insurance. For Life Insurance upfront commissions vary between 20% - 115% and renewal commissions vary between 5% to 25% On superannuation the up front commission ranges from 0 - 4% and Trail Commissions similarly vary between 0.2% - 0.75%.

When we give you Personal Advice, full commission details (including the dollar amounts) will be provided in any SOA or (where an SOA is not required to be provided) included on any relevant invoices. When we give you General Advice, full commission information (including dollar amounts) will be provided on request.

We have a set of standard Broker Fees that we may charge you for the cost of services such as:

- Market research on products available.
- Assessing the claims paying ability of insurers.