

## Financial Services Guide

The financial services referred to in this Financial Services Guide (FSG) dated the 28/11/2023 are offered by:

**As Corporate Authorised Representative of  
the Licensee**

APFX Insurance Pty Ltd  
ACN: 672 717 930  
CAR No: 001306867  
Level 29, Chifley Tower,  
2 Chifley Square, Sydney NSW 2000  
T: (02)  
Email:

**The Licensee**

**Integrated Insurance Solutions** Pty Ltd  
ABN 38 119 008 301  
AFSL No 306931  
c/o Integrated Insurance Solutions  
Level 20, 135 King Street, Sydney NSW 2000  
T: +61 2 8234 5788  
Email: [norman@integratedinsurance.com.au](mailto:norman@integratedinsurance.com.au)

**Not Independent**

APFX Insurance Pty Ltd, acting as an authorised representative of Integrated Insurance Solutions Pty Ltd, AFSL 306931, are not independent, impartial or unbiased in accordance with section 923A of the Corporations Act as:

- We may receive commissions, or other gifts or benefits from insurers when you purchase an insurance product.

**About this FSG**

This FSG contains information about the services we can offer you, how we and our associates are paid, any potential conflicts of interest we may have, and how any complaints you may have will be handled. It is designed to assist you in deciding whether to use our services and remains valid unless a further FSG is issued to replace it.

**How to contact us?**

You can contact us by phone, in writing, by mail, fax, email or visiting our website. Our details are included at the beginning of this FSG.

**What financial services do we provide?**

APFX Insurance Pty Ltd is authorised by Integrated Insurance Solutions to provide financial product advice on, and to deal in general insurance products to retail and wholesale clients.

**Who is responsible for the services provided?**

Integrated Insurance Solutions holds a current Australian Financial Services Licence no. 306931 and is responsible for the financial services that One Ledger Insurance provides to you. They are also responsible for the content and distribution of this FSG and authorise the distribution of this FSG by One Ledger Insurance.

**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.

### **How we protect your Personal Information**

We are committed to protecting your privacy and comply with The Privacy Act 1988 (Cth) and the Australian Privacy Principles, which sets out standards for the collection and management of personal information. With your consent, we will only use the information you provide to us to assist you with your insurance needs. We provide your information to insurers (and their representatives). We do not trade, rent or sell your information.

Further information regarding our privacy policy is available upon request or accessed on our website [www.oneledger.com.au](http://www.oneledger.com.au)

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

### **Retail Clients**

Typically, we only provide General Advice to our Retail Clients. 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. We will provide you with a General Advice Warning (**GAW**) in such cases. If you are a new Retail Client purchasing Personal Accident or Sickness insurance and obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will give you a Statement of Advice (**SOA**), that sets out the advice provided and the basis on which the advice is made, our remuneration and associations.

If we recommend the purchase of a particular insurance policy, we will also give you a Product Disclosure Statement (**PDS**) at that time. The PDS outlines the benefits and exclusions of the policy and will assist you in making an informed decision about whether to buy the policy. We have not compared those policies to other policies available, other than from those insurance providers we deal with regularly.

### **How are we paid?**

For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. Integrated Insurance Solutions may receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to them by the insurers for arranging your insurance. The commission ranges between 0 and 25% of the calculated of the premium (excluding taxes and charges). This commission is paid out of the premium the insurer charges you and does not increase the amount you pay.

In some cases, we may also charge you a fee. Any fee, we charge you will depend on the complexity of the services we are providing and will be shown on your invoice.

One Ledger Insurance receive between 0 and 90% of Integrated Insurance Solutions commission and any fee One Ledger Insurance charges you.

We may pay commission or fees to others that refer you to us. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 0 to 30%.

Payment for services One Ledger Insurance provide you is paid directly to Integrated Insurance Solutions, they retain the interest on premiums paid by you that are held in their trust account before paying the insurer.

If you pay by credit card we may charge a credit card fee, which is shown separately on our invoices and is non-refundable. This fee covers the cost of bank charges etc. associated with such facilities.

Premium funding products enable you to pay your invoice by instalments. Premium funders charge interest.

We can arrange premium funding if you require it. We will normally receive a commission of between 1% and 3% of the amount funded from the Premium Funder for arranging the funding. We will tell you the basis and amount of any such payment if you ask us.

If you decide that you do not need a contract of insurance, you may cancel this policy by giving notice to One Ledger Insurance in writing. 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.

**Do we have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?**

We have no relationship with insurers. Norman Chilchik c/o Integrated Insurance Solutions Level 20, 135 King Street, Sydney NSW 2000 is a Director of both Integrated Insurance Solutions Pty Ltd and APFX Insurance Pty Ltd.

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

We are committed to providing quality service to our clients. If you have any complaints about the service provided to you, you should take the following steps.

- Contact the Complaints Officer by phoning (02) 8234 5788, or
- Put your complaint in writing and send it to us at
  - Complaints Officer, Integrated Insurance Solutions Pty Ltd,  
Level 20, 135 King Street, **Sydney NSW 2000.**  
Please mark the envelope "Notice of Complaint".

We will try and resolve your complaint quickly and fairly, and endeavor to provide you with a decision within 30 days of the date of notification of your complaint.

If you are not satisfied with our final response, you may lodge a dispute with the Australian Financial Complaints Authority:

Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678 (free call)  
Mail: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

**Our professional indemnity insurance**

We have professional indemnity insurance in place which covers us, our employees, and our authorised representatives (including after they cease to be an employee or authorised representative) for any errors or mistakes relating to the financial services provided. This insurance satisfies the requirements for compensation arrangements under Section 912B of The Corporations Act.

**Any questions?**

If you have any further questions about our FSG or our services, please contact us. Our details are at the beginning of this FSG.

## **Important information**

### **Terms of Payment**

We will invoice you for the premium, statutory charges. (e.g. stamp duty, fire services levy, etc.) payable to the insurer and any broker fees we may charge for arranging your insurance. You must pay us within 14 days of the date of the invoice, or in the case of a renewal, before the expiry date of the contract of insurance. If you do not pay the premium on time, the insurer may cancel the insurance and you will not be insured. The insurer may also charge a short-term penalty premium for the time on risk.

### **Duty of disclosure**

In order to make an informed assessment of the risk and calculate the appropriate premium, your insurer needs information about the risk you are asking them to insure. For this reason, before you enter into a contract of insurance, you have a duty under the Insurance Contracts Act 1984 to disclose to your insurer anything that you know, or could reasonably be expected to know, or in the case of consumer contracts (as defined in Part IV of the ICA) (Consumer Contracts) to take all reasonable care to disclose anything that you know, or could reasonably be expected to know, that may affect the insurer's decision to insure you and on what terms. You have that duty after proposal, and up until the time the insurer agrees to insure you. You have the same duty before you renew, extend, vary or reinstate a contract of insurance. Your duty is explained in detail on the invoice, if you are uncertain about whether or not a particular matter should be disclosed to the insurer, please contact us.

If you fail to take reasonable care in disclosing information to us in the case of Consumer Contracts, or do not tell the insurer anything you are required to, the insurer may cancel your contract or reduce the amount that it is required to pay you if you make a claim, or both. If the non-disclosure was fraudulent, the insurer may refuse to pay a claim and treat the contract as if it never existed.

### **Electronic delivery of disclosure notices**

Please note that where possible we prefer to provide all correspondence and disclosure notices (including the FSG and PDS) to you electronically, via email or links to websites etc. If you have provided your email address to Us, we will typically use that email address for all correspondence and disclosure notices. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

### **Retail Clients / Products**

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 property, sickness and accident, travel, consumer credit and other classes as prescribed by regulations.

### **Cooling off period – Retail insurance only**

If you decide that you do not need a retail insurance contract which has been arranged on your behalf, you may change your mind during the cooling off period. Most insurers offer a cooling off period of 14 days, although some offer a longer cooling off period. Refer to the PDS for details of the cooling off period applicable to your insurance, and how to cancel your insurance during the cooling off period. You cannot cancel the insurance if you have made, or are entitled to make, a claim under it.

**Conflicts of Interest**

As a business we have relationships with and receive income from various third parties as detailed in this FSG.

To ensure that any conflicts arising from such relationships or income do not impair the level of advice and service that we provide to you we have implemented a Conflicts of Interest Policy. Our approach to receiving income and other benefits from third parties is that we will ensure that you receive the most appropriate product or service that we have access to, whilst being mindful that as a business we must receive an adequate income to provide the services and facilities that you would expect from a professional insurance broker.