

Professional Indemnity (PI) Insurance

Ken Tame & Associates Pty Ltd has a current professional indemnity policy in place which satisfies the requirements for compensation under s912B of the Corporations Act.

Our employees are covered for errors and omissions arising from advice for past work if we cease to represent any licensee, subject to the terms and conditions of the policy.

Cooling off period

A cooling off period may apply to an insurance policy issued to you as retail client. During the period you may return the policy. Details of your cooling off rights will be included in the relevant Product Disclosure Document.

What should I do if I have a complaint?

If you have any complaints about the service provided to you, you should take the following steps;

- 1 Contact us and tell us about your complaint
- 2 If your complaint is not satisfactorily resolved within 24 hours, please contact the Compliance Officer on **03 9853 5555** or put your complaint in writing and forward to:
Compliance Officer
Ken Tame & Associates Pty Ltd
P.O.Box 2390
Kew VIC 3101
- 3 If the complaint can't be resolved to your satisfaction within 15 days, you have the right to refer the matter to the Financial Ombudsman Service (FOS).

They can be contacted on **1300 780 808**, email to info@fos.org.au and website www.fos.org.au or you can write to them at:

**Post Office Box 3
Melbourne Vic 3000**

Further if our IDR Committee is unable to resolve your Privacy Dispute satisfactorily, you may apply to the Australian Information Commissioner to have your complaint investigated. For more details about how you can lodge a complaint with the office of the Australian Information Commissioner call the commissioner hotline on **1300 363 992**.

KTA and Anti-Corruption Clause

The Parties shall not commit, authorize or permit any action in connection with the negotiation, conclusion or the performance of this Agreement which would cause the Parties and/or the Parties' affiliates to be in violation of any applicable anti-corruption or anti-bribery laws or regulations. This obligation applies in particular to illegitimate payments including facilitation payments to government officials, representatives of public authorities or their associates, families or close friends.

Each Party agrees that it will not either offer, or give, or agree to give, to any employee, representative or third party acting on behalf of the other Party or accept, or agree to accept from any employee, representative or third party acting on behalf of the other Party, any undue gift or benefit, be it monetary or other, with regard to the negotiation, conclusion or the performance of this Agreement.

Each Party shall promptly notify the other Party, if it becomes aware of or has specific suspicion of any corruption with regard to the negotiation, conclusion or the performance of this Agreement.

In case any undue gifts or benefits with regard to the negotiation, conclusion or the performance of this Agreement are made by the (counterparty) in violation of the Anti-Corruption Model Clause as stated in this Agreement above, or if KTA has reasonable cause to believe that such payments or gifts have been or are being made, KTA may terminate this Agreement with immediate effect.

Code of Practice

A self regulatory Code of Practice exists for the general insurance industry, designed to raise overall standards. Ken Tame & Associates Pty Ltd and Allianz Australia Insurance Limited ABN 15 000 122 850 AFS Licence No: 234708 have adopted the Code, details of which can be obtained from our office.

**If you have any further questions about our financial services please contact
Ken Tame & Associates directly on
(03) 9853 5555 or
email info@kentame.com.au**

Duty of Disclosure

Before you enter into a contract of general insurance with an insurer, you have a duty at law to disclose to the insurer anything that you could reasonably be expected to know is relevant to the insurer's decision to accept the risk of insurance and, if so, on what terms. You have the same duty to disclose those matters to the insurer before you renew, extend vary or reinstate a contract of general insurance.

Your Duty of Disclosure when you enter into this policy with us for the first time

You and other insured persons will be asked various questions when you first apply for this policy.

When you answer these questions, you must give us honest and complete answers, tell us, everything that you a reasonable person in the circumstance could be expected to tell us.

Your Duty of Disclosure when you renew, vary, extend, reinstate or replace your policy

When you renew, vary, extend, reinstate or replace the policy your duty is to tell us before the renewal, variation, extension, reinstatement or replacement is made, every matter which you know, or a reasonable person in the circumstances could be expected to know, is relevant to our decision or apply a special policy conditions.

What you do not need to tell us for either duty

You do not need to tell us about any matter:

- That diminishes the risk to us or is common knowledge
- That we know or should know as an insurer, or
- That we tell you we do not need to know

What happens if you or they do not comply with the relevant duty?

If you or they do not comply with the relevant duty, we may cancel the policy or reduce the amount we pay if you make a claim. If fraud is involved, we may treat the policy as if it never existed and pay nothing.



Recreational Vehicle Insurance Specialists

A GUIDE TO

OUR relationship with YOU and others

The financial services covered by this Financial Services Guide are provided by:

Ken Tame & Associates Pty Ltd

PO Box 2390 Kew VIC 3101
Suite 2-4, 79-83 High Street, Kew Vic 3101

t: (03) 9853 5555 | f: (03) 9853 5554

e: info@kentame.com.au

A.C.N. 057 816 172 | A.B.N. 48 057 816 172 | AFS LICENCE NO: 246937

www.kentame.com.au

This guide contains important information about

The services we provide how we and our associates are paid, any potential conflict of interest we may have plus our internal and external dispute resolution procedures and how you can access them.

This is an important document. Please read it carefully and keep it in a safe place.

If you are a retail client and we agree to give you personal advice we will provide you with a Statement of Advice. This will contain our advice, the basis of our advice, and information on any remuneration, associations or other interests which might reasonably have influenced us in giving our advice.

Retail Clients

If you are a retail client and we arrange an insurance policy for you, or if we recommend you buy a particular insurance policy, we will give you a Product Disclosure Statement when required. It is prepared by the insurer and is designed to give you important information on the policy.

Who do we act for?

As an insurance broker we normally act for you. We may enter into an agreement with an insurer to arrange insurance policies on their behalf and not on your behalf. If we are given a binding authority from the insurer, this means we can enter into insurance policies and/or handle or settle claims on their behalf. We will inform you when we act for the insurer and not for you.

With regard to our Recreational Vehicle insurance products we issue insurance on behalf of Allianz Australia Insurance Limited ABN 15 000 122 850. AFS Licence No: 234708 and are therefore acting on their behalf when arranging that cover.

What kinds of financial services are we authorized to provide and what kind of Financial Product/s do those services relate to?

We are able to provide financial product advice (personal and general) and deal in general insurance products.

The range of insurance policies we can arrange, include but are not limited to, the following insurance policies for retail clients:

- Recreational Vehicle Insurance
- Private Motor Vehicle Insurance

We are authorized to provide you with personal advice as to the suitability of general insurance policies to meet your particular needs.

We will agree with you when this service is to be provided and what the scope of our personal advice will be. Before we provide any personal advice we will need to undertake a needs analysis so we can provide you with appropriate advice. We will also provide you with a Statement of Advice confirming or advice along with other relevant information on it.

The other services we provide are:

- **general advice services** – this is where we provide advice on an insurance product which is not based on our consideration of your personal needs. We will tell you when this is the case; and
- **dealing services** – this is the service of arranging insurance policies, whether on your behalf or the insurer's. In doing so we can provide factual information about insurance policies such as:
 - the nature of insurance policies
 - the coverage of an insurance policy
 - options available under an insurance policy ; and
 - the premium payable and payment options

Do we have any relationships or associations with product issuers which might reasonably influence us?

Other than the agency relationships noted above, we do not have any association or relationship with a product issuer which might reasonably influence us in providing our services.

How can you give us instructions?

You need to give us instructions in writing by email, fax, letter or by another method agreed by us. We will tell you what is possible when you contact us.

What information do we maintain about you and how can you access it?

We maintain a record of your personal profile. That record contains information about insurance policies that we have arranged for you. The record may also contain details of your objectives, financial situation and needs collected for the purpose of giving you advice. We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

If you wish to access your files please ask us.

Compensation Arrangements

The Corporations Act 2001 (Cth) requires licensees' to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representative of Chapter 7 of this Act, unless an exemption applies.

We are exempt from this requirement because we are acting on behalf of an insurer which is supervised by the Australian Prudential Authority and subject to the prudential requirements of the Insurance Act 1973 (Cth).

How will you pay for the services provided?

We may be paid in a number of ways which vary according to the service you require and our arrangements with the relevant insurer.

Payment by the Insurer

Unless we tell you otherwise, we are remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us (including renewal and some variations).

The commission is a percentage of the insurer's base premium (i.e. premium excluding stamp duty, fire service levy, GST or any other government charges, taxes, fees or levies). The rate ranges between 0 and 20%. The commission rate does not represent our profit margin as it also reimburses us for administrative and other expenses we incur in providing our services. It also covers the cost of performing the distribution functions of the insurer such as data entry, marketing, annual renewal marketing, underwriting and claims handling.

Fees paid by You

We may charge you an administration fee in addition to commission when you enter into an insurance policy.

You will be informed of the nature and amount of any fee involved prior to us performing the service for you.

Other remuneration information

Where we provide personal advice to you as a retail client, we will tell you the remuneration that we and our associates are to be paid for providing the advice in the Statement of Advice.

If there is a refund of premium as a result of the cancellation or adjustment of the policy, we reserve the right to retain our remuneration earned prior to the cancellation or adjustment.

If you need further explanation please ask us.