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## **Financial Services Guide**

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**The Financial Services covered by this Financial Services Guide are provided by:**

**Millennium Underwriting Agencies Pty Ltd  
277 Magill Road  
TRINITY GARDENS SA 5068**

**Our ABN number is 38 079 194 095**

**Australian Financial Services  
Licence No: 246721**

This guide is designed to assist you in deciding whether to use the financial services offered by us. It contains important information about:

- the services we offer you
- how we and our associates are paid
- how we manage any potential conflicts of interest
- our internal and external dispute resolution procedures and how you can access them

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

In most cases where your insurance broker recommends or arranges to issue you a particular general insurance product, he/she will give you a Product Disclosure Statement (PDS) or policy book issued by the product issuer of that product. The PDS or policy book is designed to give you important information on the features, benefits and risk of the policy to assist you in making an informed decision about whether to buy the product or not. It may be more than one document.

# A guide to our relationship with you and others

## 1) *What services can we provide?*

We are an Australian Financial Services Licensee and are licensed under the Corporations Act to deal in general insurance products.

There are a wide range of general insurance policies we can arrange. These include, but are not limited to, the following general insurance policies for retail clients:

- Home Building Insurance
- Home Contents Insurance
- Motor Vehicle Insurance
- Sickness and Accident Insurance
- Farm Insurance
- Strata/Community Corporation Insurance

**General Advice Warning:** Where you have been provided with general advice, that is advice that does not take into account your objectives, financial situation or needs, you need to consider the appropriateness of that general advice in light of your personal circumstances before acting on the advice. You should obtain a copy of the PDS or Policy Wording for the product discussed before making any decision. Please contact your insurance broker for a copy of the PDS or Policy Wording.

**Dealing services:** This is the service of arranging insurance policies, whether on your behalf or the insurers. 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;

## 2) *What information do we maintain about you and how can you access it?*

We are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APP's). Where required, we will provide you with a Collection Notice which outlines how we collect, disclose and handle your information.

You can also refer to our Privacy Policy available on our website or by contacting us for more information about our privacy practices including how we collect, use or disclose your information, how to access or seek correction to your information or how to complain in relation to a breach of the Australian Privacy Principles and how such a complaint will be handled.

## 3) **Do we have any relationships or associations with product issuers or related bodies corporate which might influence our service?**

We have an association with MGA Insurance Brokers Pty Ltd ABN 29 008 096 277. MGA Insurance Brokers Pty Ltd and Millennium Underwriting Agencies Pty Ltd have some common directors and a proportion of the shares of each Company have common ownership. MGA Insurance Brokers Pty Ltd are members of the Austbrokers Group and Austbrokers have an equity interest in their business.

#### **4) Who do we act for?**

In some circumstances we may enter into an agreement with an insurer to arrange insurance policies on their 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.

#### **5) How do we manage conflicts of interest?**

We take any potential conflicts of interest seriously and have a Conflict of Interest Policy, which we and our representatives must comply with. Compliance is audited on a regular basis.

Conflicts of interest are circumstances where some or all of your interests as our client, are or may be inconsistent with, or diverge from, some or all of our interests.

Our procedures and training are all designed to properly manage any conflict of interest and we treat these very seriously.

#### **6) How can you give us instructions?**

Please contact your insurance broker should you wish to provide us with instructions about any general insurance product to which this FSG relates. Your insurance broker will contact us with those instructions.

#### **7) How we get paid for the services provided (our remuneration).**

We retain an underwriting agency fee. This is calculated as a percentage of the base premium (i.e. excluding stamp duty, fire service levy and any other government charges or taxes). The rate of the fee ranges between 0-7.5%.

The insurer may also pay a commission to the insurance broker that has arranged your insurance with us. This is calculated as a percentage of the base premium (i.e. excluding stamp duty, fire service levy and any other government charges or taxes). The rate of the commission ranges between 0-25%.

Some insurers may provide sponsorship support for conferences.

Our staff receive an annual salary that may include bonuses based on performance criteria and achievement of company goals. 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 or sponsorship of our annual conference by a product issuer), accommodation, travel, business tools (e.g. software) gifts (e.g. product issuer or service provider branded promotional items and other occasional small gifts such as bottles of wine or hampers on special occasions 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 and practices etc.

#### **8) Cooling off Period.**

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

## **9) 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 Complaints Officer on telephone number (08) 8291 2300 or put your complaint in writing and send it to the Complaints Officer at Millennium Underwriting Agencies Pty Ltd, Locked Bag 4001, KENT TOWN DC SA 5071. Please mark the envelope "Notice of Complaint". We will try and resolve your complaint quickly and fairly.
3. If the complaint can't be resolved to your satisfaction within 45 business days, then you may lodge a complaint with the Australian Financial Complaints Authority. AFCA provides fair and independent financial services complaint resolution that is free to customers:

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

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

Phone: 1800 931 678

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

Alternatively, if your policy is underwritten by Lloyd's we will respond to your complaint within 15 business days. If you are not satisfied with the result of our process as outlined above, the Internal Disputes Resolution Committee at Lloyd's will completely review your complaint. We will provide you with further details of this option upon request.

4. If your claims dispute is still not resolved to your satisfaction you may refer the matter to the Australian Financial Complaints Authority (AFCA).

## **10) Misstatement of Premium**

We try to tell you the correct amounts of premium and statutory charges that apply to your insurance. In the event that we misstate that amount (either because we have made an unintentional error or because a third party has misstated the amount), we reserve the right to correct the amount. Where permitted by law, you shall not hold us responsible for any loss that you may suffer as a result of any such misstatement.

## **11) Professional Indemnity Insurance Arrangements**

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

The insurance (subject to its terms and conditions) will continue to cover claims in relation to our authorised representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

## **12) General Insurance Code of Practice**

Millennium subscribes to the General Insurance Code of Practice. The purpose of the code is to raise the standards of practice and service in the General Insurance Industry. You can obtain more information on the code of practice and how it assists you by visiting their website at [www.codeofpractice.com.au](http://www.codeofpractice.com.au)

### **13) Privacy Collection Notice**

Millennium Underwriting Agencies Pty Ltd (ABN 38 079 194 095) collects your personal information (which in some instances may be sensitive information) so we can identify you, determine which products and services we can provide to you, administer services to you, and provide you with information in relation to our services. We may collect your personal information by telephone, email or in writing. We will not collect sensitive information without your consent.

The Millennium Privacy Policy available on our website at [www.millennium.com.au](http://www.millennium.com.au) outlines how we collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. By providing us with your personal information you and any other person you provide personal information for, consent to this use, these disclosures and the terms of the Millennium Privacy Policy, unless you tell us otherwise.

In particular, the Millennium Privacy Policy addresses the following matters:

- who we collect personal information from;
- circumstances where we may be required by Australian law or a court or tribunal order to deal with your personal information in a particular way;
- the purposes for which we collect your personal information;
- the consequences if you do not provide required personal information to us;
- other parties to whom we may disclose information;
- how we handle possible cross border disclosures of information;
- how you can access and/or correct your personal information; and
- our procedures for handling complaints about how we deal with your personal information.

If you have any queries in relation to the Millennium Privacy Policy and our handling of your personal information or wish to withdraw your consent, including for things such as receiving information on products and offers by us or persons we have an association with, you can contact our Privacy Officer using the following details:

Mail:                   Att: Privacy Officer  
                          Millennium Underwriting Agencies Pty Ltd  
                          Locked Bag 4001  
                          KENT TOWN DC SA 5071

Telephone:       +61 8 8291 2300

Email:             [pat@mua.com.au](mailto:pat@mua.com.au)

If you have any further questions about this financial services guide please contact us on phone number (08) 8291 2300.

Retain this document for your reference and any future dealings with Millennium Underwriting Agencies Pty. Ltd.

Millennium Underwriting Agencies Pty Ltd

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