



Financial Services Guide

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, they 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 and provide claims handling and settling services in general insurance products to wholesale and/or retail clients.

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

- Home Building Insurance
- Home Contents Insurance
- Landlords Insurance
- Commercial Motor Vehicle Insurance
- Farm Insurance
- Crop Insurance
- Residential Strata Title Insurance
- Pleasure Craft Insurance

Dealing services: This is the service of arranging insurance policies on behalf of our 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.

Millennium has an association with Longitude Insurance Pty Ltd ABN 86 152 337 267, AR 424867 who acts as an authorised representative of Austagencies Pty Ltd ABN 76 006 090 464, AFSL 244584. Longitude Insurance Pty Ltd and Millennium Underwriting Agencies Pty Ltd have some common directors and a proportion of the shares of each Company have common ownership. Austagencies Pty Ltd are members of the Austbrokers Group.

4) Who do we act for?

We can enter into insurance policies and/or handle or settle claims on behalf of our insurers and therefore we act as an agent for the insurer and not on your behalf.

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 Financial Services Guide 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 between \$0 - \$150.00. 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 0-30%.

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 concerns or wish to make a complaint in relation to your policy, our services or your insurance claim, please contact your intermediary in the first instance. If you are unable to contact your intermediary, you can contact us directly:

Complaints Officer
Millennium Underwriting Agencies Pty Ltd
Email: claims@mua.com.au
Telephone: 08 8249 7900
Post: Locked Bag 4001, KENT TOWN DC SA 5071

If your complaint is not resolved when you first contact us, it will be referred to Millennium’s Internal Dispute Resolution process where it will be reviewed by a manager.

We will contact you if we require additional information or have reached a decision. We will advise you of the progress of your complaint and the timeframe for a decision in relation to your complaint.

We expect our procedures will deal fairly and promptly with your complaint. If you are unhappy with the decision made by us you may wish to seek an external review, such as referring the issue to the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA has authority to hear certain complaints. AFCA will confirm if they can assist you:

Free Call: 1800 931 678

Email: info@afca.org.au

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

Visit: www.afca.org.au

Some time limits apply to AFCA complaints, so act quickly. Check the AFCA website to see if time limits apply to your situation. Further information about our complaint and dispute resolution process is available by contacting us.

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 adheres 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

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, provide you with our products and services, administer services to you, and provide you with information in relation to our services. We may collect your personal information by telephone, email, in writing or via your insurance broker. We will not collect sensitive information without your consent.

The Millennium Privacy Policy available on our website at 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 discloses 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

If you have any further questions about this Financial Services Guide, please contact us on phone number (08) 8249 7900. Retain this document for your reference and any future dealings with Millennium Underwriting Agencies Pty. Ltd.

Millennium Underwriting Agencies Pty Ltd
MIL FSG V13 - 1021