



FINANCIAL SERVICES GUIDE

This Guide is intended to assist you in determining whether to use any of our services offered in this Guide. It includes information about remuneration that may be paid to us or others in relation to the products or services offered, and what you can do if you have a complaint about our services.

Key information is set out here in answer to specific questions. If you need more information or clarification, please **contact us**.

Updates will be posted to the following websites:

Lions Australia Insurance Programme

PO Box 6003, Kincumber NSW 2251

Phone: (02) 4369 8317

Mobile: 0408 674 770

Email: insurance@lions.org.au

Website: www.lionsclubs.org.au/insurance/

JUA Underwriting Agency Pty Ltd

ABN 70 004 566 465

AFS Licence No: 235411

Level 1, 210 George Street

Sydney NSW 2000

Tel: (02) 8272 4800 - Fax: (02) 9247 2411

mail@juaunderwriting.com.au

www.jua.com.au

Introduction

This Financial Services Guide (FSG) is intended to give you information concerning our relationship prior to our providing you with a financial service. The matters covered by the FSG include:

- who we are,
- how we can be contacted,
- what services we are authorized to provide to you,
- how we are remunerated,
- details of potential conflicts of interest, and
- details of our internal and external dispute resolution procedures and how you can access them.

This FSG will assist you in determining whether to use any of the services described below.

Where we provide a general advice service only (i.e., advice which does not take into account your specific needs, objectives or financial situation), we will give you a General Advice Warning at that time and you should consider the product information we provide in deciding whether it is appropriate for your specific needs, objectives or financial situation.

It is not our normal practice to advise on financial products, however if we were to recommend that you acquire a financial product, we may also provide you with a Product Disclosure Statement (PDS) containing information about that product. This will enable you to make an informed decision about the acquisition of that product.



About Us

JUA Underwriting Agency Pty Ltd is a subsidiary of JUA Holdings Pty Ltd, a privately held company.

Who will be providing the financial service to you?

The financial service will be provided by JUA Underwriting Agency Pty Limited (JUA), who is licensed under the Corporations Act (Cth) 2001 to carry on a financial services business.

What Financial Services are we authorised to provide to you and what kind of products do those services relate to?

We are a licensed underwriting agency and insurance broker able to provide you with advice in relation to General Insurance Products.

Contact Details

To view contact details for your local JUA office, please see above.

About our General Insurance Services

Who do we act for when providing services?

We may act:

- On your behalf; or
- On behalf of the Insurer (i.e., the Product Issuer or their Agent), including under a binding authority.

Generally, as an underwriting agency we provide our financial services to insurance brokers. In this case we act as agent of the insurer and have authority to effect an insurance policy under binder arrangements, which means we enter into the contract on the Insurer'(s) behalf.

Where we are acting under a binding authority we will advise you.

What remuneration / other benefits do we receive for our Financial Services?

Generally we are paid a commission by the insurer for arranging the policy which is based on a percentage of the premium less stamp duty, fire services levy, GST and any other government charges, taxes, fees or levies. The rate depends on the policy and may range from 5-30%. The commission is included in the premium charged and covers various expenses we incur in arranging the insurance as well as a profit component.

Where the business is introduced to us by an insurance broker we will pay to them a share of our commission or fees, or pay them a referral fee.

We retain the commission from the premium you pay us and remit the balance to the insurer. We also receive commission on each renewal and some variations of your policy. Generally we may also charge you an Administration Fee when we finalise your cover, which will appear separately on your Tax Invoice.

We may also receive a profit share commission from insurers in the future if a particular portfolio of business reaches a certain level of profitability.

If we both agree, we can charge you a Broker Fee rather than commission for the placement of the policy/s. We will not charge you a Broker Fee (other than the above Administration Fee) in addition to any commission for arranging a policy, unless we tell you and you agree.

Our staff receive an annual salary that can include a bonus based on business performance criteria.

In the event of a refund for the cancellation or adjustment of a policy, we reserve the right to retain our remuneration.



Do we have any relationships or associations which might influence the provision of our Financial Service?

We have binder agreements with a number of insurers including Lloyd's of London.

Where we act as an insurance broker in arranging your insurance we will advise you if the business is to be placed under these binding agreements.

How is my personal information dealt with?

At JUA Underwriting Agency, the privacy of your personal information is important to us. We collect your personal information to ensure that we are able to provide you with the products and services most appropriate to your needs.

JUA Underwriting Agency has adopted the principles set out in the Privacy Act as part of our continuing commitment to client service and maintenance of client confidentiality. For further details, please refer to our **Privacy Policy** or speak to your representative.

If you have any complaints

We have our own internal disputes resolution procedures in place. Any concern and/or complaint can be expressed, in the first instance, to your JUA Representative or alternatively, taken to the JUA Compliance & Risk Manager in writing, by telephone, or email. We will need you to provide us with comprehensive details so as to enable us to investigate your complaint further. All information will be treated with the strictest confidence.

As required by law, we belong to an external dispute resolution scheme and are a member of:

- the Insurance Brokers Disputes Limited ("IBD"), a free consumer service for resolution of disputes in relation to insurance brokers and clients, and
- Insurance Enquiries & Complaints Limited (IEC)

You are free to contact both the IBD (1800 064 169) and the IEC ((02) 9223 1433) at any time with any concern and/or complaint.

Contact Details:

Lions Australia Insurance Programme Consultant:

Garry Galvin (Lesley)

AFS Licence No: 001239538

Authorised Representative of JUA Underwriting Agency Pty Limited

PO Box 6003, Kincumber NSW 2251

Phone: (02) 4369 8317

Mobile: 0408 674 770

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Sydney NSW 2000

For full list of JUA contact details, please go to <http://www.jua.com.au/>.