

**HIF Financial Services Pty Ltd
FINANCIAL SERVICES GUIDE**

About This Financial Services Guide

This Financial Services Guide is designed to assist you in deciding whether to use the financial services we provide. It explains the kinds of financial services we offer. It also contains general information about who we are, how we are paid and how to make a complaint.

- Part 1 – contains information about us and the services we can provide to you; and
- Part 2 – contains information relevant to the Australian Financial Services Licensee(s) on whose behalf we act in relation to the product(s) we may assist you with and recommend.

Other Documents You May Receive

You may also receive one or more **Product Disclosure Statements** (PDSs) if we recommend that you acquire a policy or offer to arrange for a policy to be issued to you. The PDS contains information about the significant benefits and features of the insurance policy and of the rights, terms and conditions attaching to the policy. It is aimed at assisting you to compare insurance products so that you can make an informed choice about whether to acquire the product.

Financial Services Guide Part 1

Our Services

HIF Financial Services Pty Ltd
ABN: 57 113 320 166

Authorised Representative No: 289627

Address:

60 Stirling Street
Perth
WA 6000

Phone:

1300 134 060

Fax: 08 9328 3345

Email:

michelle.cranston@hif.com.au

Our Office Hours Are:

9.00am to 5.00pm Monday to Friday

We are Authorised Representatives of the Licensee(s) detailed in this FSG under Part 2. We are authorised to provide the types of services listed in that part on their behalf and act as their agent.

This Financial Service Guide was prepared on 24 April 2012 and is authorised, by our Licensees, for distribution.

Please contact us if we can be of any further assistance in helping you to complete your current insurance needs.

Your questions

Our Answers

What services do we offer?

We can offer you a wide range of services and access to insurance products to meet your insurance needs and financial requirements. Please refer to Part 2: Our Products at a Glance.

How are we paid?

We receive commission from our Licensees. The commission is a percentage of the premium paid by you, less any taxes or government charges and is detailed in Part 2 of this FSG. Commission may also be paid when you renew or vary your insurance.

Where a third party has referred you to us, we may share with them a part of the commission we earn. Any commission we pay to a referrer is at no extra cost to you and is detailed in Part 2 of this FSG.

We may also charge a fee for our services to you. Any fee we charge is an additional cost to you and is detailed in Part 2 of this FSG.

Part 2 sets out more detailed information regarding our remuneration, including commission, from each of our Licensees and associated business partners. If you require more detailed information on our fees or remuneration, please ask.

Our staff are paid a salary for their services and may also receive bonuses based on the volume of sales of all financial products over a period. Our Licensee(s) and product issuers may provide other benefits, such as profit sharing arrangements, business related conferences, study trips or other functions. We (including our directors, staff and subcontractors) may also be eligible to qualify for other benefits such as awards or hospitality events. These are provided to us at no additional cost to you.

What advice and information will we give you?

The advice we provide to you is of a general nature only and has not taken your personal needs, objectives or financial situation into account. We therefore

	recommend that you carefully read the Product Disclosure Statement and Policy documentation provided by the Insurer and any other information before making your decision.
What happens if you have a complaint or dispute?	If you have a complaint or dispute, about the financial services we provide, please contact us using the contact details on page 1. We will attempt to resolve the issue but, we will also promptly refer it to the relevant Licensee. All Licensees have internal dispute resolution procedures and are required to be a member of an ASIC approved External Dispute Resolution Service ("EDRS"). If we or the Licensee is unable to resolve your complaint internally it will be referred to the EDRS and it may be able to resolve the complaint or dispute.

**Financial Services Guide Part 2
Our Licensees and Products**

We act as the agent of each of these Licensees referred to in this document and not as your agent. Each of our Licensees acts for itself when we provide the authorised financial services on its behalf.

Further information on our relationship with each of our Licensees is set out in the following pages.

Our Products at a Glance

What products are we authorised to provide?	Our authorising Licensee(s)	Commission Payable (% of premiums paid ,net of tax, govt charges)
Travel insurance	CGU	Up to 35%

Who is the Licensee?	<p>CGU Insurance Limited (CGU) AFS License No: 238291 We will generally refer to them as Insurer. The Insurer is an APRA regulated licensee. While this means that the Insurer is exempt from the need to have ASIC approved professional indemnity insurance, the Insurer holds adequate professional indemnity insurance.</p>
How do you contact them?	<p>Phone: 1300 781 780 Address: CGU Centre, 181 William Street, Melbourne, VIC, 3000</p>
Authorised Financial Services	<p>On behalf of the Insurer and in accordance with the terms of our agreement with them, we are authorised to do the following.</p> <p style="padding-left: 40px;">arrange for the application for, acquisition, issue, variation or disposal of the financial products listed in this Part 2. There is no binding authority which means that only the product issuer can agree to issue, vary or dispose of these products.</p>
Associations or Relationships	<p>CGU Insurance Limited acts for itself when we provide the authorised financial services on its behalf.</p>
Commission	<p>Where we provide personal advice to you, we will tell you the amount (or method of calculation depending on which is available at the time) of the remuneration, commission and benefits that we are to be paid for providing the advice, at the time the personal advice is given or as soon as practicable after that time.</p>