

Version 7 - September 2024

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

- the services we can offer you
- how we and our associates are remunerated
- how we manage 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.

The Financial Services covered by this Financial Services Guide (FSG) are provided by: DAS Insure Pty Ltd (ABN 47 168 386), Australia Financial Service Licence No. 454625.

DAS Insure Pty Limited, unless stated otherwise, is referred to in this FSG as “we” or “us” and can be contacted at:

Phone: 1300 292 374

Email: contact@dasinsure.com

Mail: Level 1/Unit 7, 11 Lord Street
Botany
NSW 2019

WHAT SERVICES CAN WE PROVIDE?

DAS INSURE PTY.LTD. is holder of an Australian Financial Services Licence (AFSL) and is regulated through ASIC.

Our licence authorises us to carry on a financial services business to [wholesale clients](#) to

- (a) provide general financial product advice only for general insurance products and
- (b) deal in a financial product by applying for, acquiring, varying or disposing of a financial Product on behalf of another person in respect of general insurance products.

OUR VARIOUS ROLES

We usually act on your behalf. However, in some cases, we may act on behalf of an insurer or their representative or on our own behalf (e.g. as a referrer to another service provider). We tell you if this is the case as this means we do not act for you when we provide the service.

OUR SERVICES

ARRANGING INSURANCE FOR YOU

This is where we arrange for the application, acquisition, variation, renewal or cancellation of an insurance policy for you. The process differs depending on the type of insurance and we explain it to you when you apply for the insurance.

PROVIDING ADVICE TO YOU

General Advice – this is where we provide a general recommendation or opinion to you on a general insurance policy which is not based on our consideration of your personal needs. We tell you when this is the case because if general advice is given you need to consider if the general advice and any relevant product is right for your circumstances as we have not done this for you.

CLAIMS ASSISTANCE

We can also assist you when you need to make a claim. If a claim occurs, contact us and we can help you decide what to do. We do not do anything without your consent. We provide this assistance as part of our overall service for no separate charge unless we tell you otherwise. We don't provide this service if we no longer act for you.

Any claims documentation, insurance company settlement cheques and other information received by us on your behalf will be provided to you as soon as reasonably practicable.

PREMIUM FUNDING

We have supplier arrangements with IQumulate Premium Funding Pty Ltd (IQumulate) for the arrangement for premium funding. In arranging premium funding with IQumulate, or any other premium funder, we do not provide personal advice or represent that any of the funder's products and services are right for you or that they are the most appropriate. You need to make your own decision based on the information provided.

HOW CAN YOU GIVE US INSTRUCTIONS?

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

HOW ARE WE REMUNERATED FOR OUR SERVICES?

When we act on your behalf in advising on or arranging insurance we can be remunerated in several ways. They can vary according to the

service you require and/or our arrangements with the relevant insurer or their representative.

We are remunerated by:

- commission from the insurer;
- fees we charge you;
- a combination of the above.

Details on each are provided in the following paragraphs.

COMMISSION PAID BY THE INSURER TO US

Unless we tell you in writing that we will provide our service on a “Fee only – no commission” basis, we are remunerated by commission from the relevant insurer whenever you enter an insurance policy arranged by us (including renewal and some variations which increase the premium payable).

The commission is a percentage of the insurer’s base premium (i.e. premium excluding stamp duty, fire services levy, GST or any other government charges, taxes, fees or levies). Different insurers can agree to pay us different commission rates for the same type of products. The rates also vary for each product type.

The commission does not represent our profit margin as it also reimburses us for administrative and other expenses we incur in providing our services. The commission is included in the premium amount set out in your invoice and we receive it when you pay the premium or at a later time agreed with the insurer.

FEES PAID BY YOU

Unless we specifically agree in writing before providing our services to charge on a “Fee only – no commission” basis, the Fees will be paid in addition to any commission we receive.

We may charge you:

- A Broker Fee – this is an administration fee payable when you enter into an insurance policy;
- a pre-agreed set amount for specific services;
- an amount based on a pre-agreed rate for the time we spend providing the service; or
- on some other basis agreed with you before we provide the service.

All fees are payable after we have provided the service or at such earlier time, we agree with you

in writing and will be noted in the invoice that we send you. The fees are not refundable.

WHERE THERE IS A REFERRAL

Where a third party has referred you to us, we may pay them an agreed percentage of our remuneration or an agreed amount for the referral as a commission or fee. This amount will be paid after we provide services to you/after we have arranged insurance for you.

A commission or an agreed fee may also be paid on renewal and in some cases on variation.

If we refer you to another service provider, we will be remunerated by them by way of a commission or fee for doing this unless we tell you we are not. The amount is generally a percentage of their remuneration the amount of which may depend on the circumstances. A commission or an agreed fee may also be paid on renewal and in some cases on variation.

In making any referral we do not advise or represent that their products and services are right for you and take no responsibility for the products and services they may provide to you. You need to make your own decision based on the information they provide.

OUR STAFF’S REMUNERATION

Our staff receive an annual salary that may include bonuses based on performance criteria (including sales performance) and achievement of company goals. They may also receive certain soft dollar benefits described further below.

RECEIPT OF SOFT DOLLAR BENEFITS POLICY

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, accommodation and 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/or service provider and their product ranges and practices etc. Ultimately, this assists us in better servicing and representing you.

PREMIUM FUNDING

If we refer you to a premium funder and you enter into premium funding arrangements with them, we may receive commission from the premium funder which is a percentage of the amount funded excluding GST. We may receive soft dollar benefits from them too.

If you need more information or explanation of the above, please ask us.

MONEY HANDLING ARRANGEMENTS

We handle all money received from you of the insurer in relation to insurance in accordance with the requirements set out by the Corporations Act 2001. We keep any interest earned on any amounts held by us on your behalf or on behalf on the insurer. The length of time we hold any money can vary according to the type of insurance and the different arrangements we have in place with insurers.

HOW DO WE MANAGE CONFLICTS OF INTERESTS?

We take any potential conflicts of interest seriously and have Conflict of Interest Policy which we and our representatives must comply with and you can access by contacting us. 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 it is important to note that we have legal duties we owe you when we act as your professional adviser. We treat these very seriously.

A key conflict faced when we act on your behalf is where we receive benefits from someone other than you – this can potentially influence us to act in their or our interests rather than yours. Where we arrange a policy, an insurer can pay us commission (see above for details). It is the major form of insurance broker remuneration and can create a potential conflict of interest because it may be in our interest to recommend the product issuer or service provider that pays us the most because it increases our remuneration. This may not be in your interest in certain circumstances.

We have a number of procedures in place to manage this potential conflict of interest. For example, we tell you about this remuneration

arrangement in this Guide and you can ask for more detailed information if you need it before you proceed.

COOLING OFF PERIOD

A cooling off period may apply to an insurance policy issued to you. During the period you may return the policy. Details of your cooling off rights are included in the relevant Product Disclosure Statement document. In some cases, an insurer can deduct certain amounts from any refund.

OTHER TERMS OF OUR SERVICE

IMPORTANT INFORMATION ABOUT YOUR INSURANCE

You must read the **Some Important Notices To Ensure Your Cover** document we give you (tell us if you have not received it) and ask us if you have any questions or do not understand anything we have set out in that document.

It will help you understand some important matters about your insurance.

Misstatement of Premium

We try to tell you the correct amounts of premium and statutory and other charges that apply to your insurance. In the event that we misstate that amount (either because we have made an 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.

Complaints and Disputes.

Please talk to us first.

If you have any complaints about the service provided to you, please contact us to address your concerns. We will do our best to resolve it quickly.

If you are not happy with the response we provide, you may refer your complaint to the Financial Ombudsman Service Australia ('FOS'). FOS offers a free independent dispute resolution service. You can contact the FOS by:

Phone: 1800 367 287

Email: info@fos.org.au

Mail: Financial Ombudsman Service
GPO Box 3
Melbourne Vic 3001

Web: www.fos.org.au

Privacy

Your Privacy is important to us. Our Privacy Policy explains how we use and disclose your personal information in accordance with the Australian Privacy Principles. Our Privacy Policy is available at www.dasinsure.com or upon request when contacting us.

Client Compensation

We hold a Professional Indemnity Policy. This policy is designed to pay claims by Third Parties (including our clients) arising out of our professional negligence.

Any questions?

If you have any questions about this Financial Services Guide, please contact us on 1300 292 374.

Please retain this document for your reference and for further dealings with us.