

Financial Services Guide

The financial services referred to in this financial services guide (FSG) are offered by:

PNOinsurance Pty Ltd
ABN 37 005 403 350
AFS License: 237822
1911 Malvern Road, Malvern East, 3145
Tel: 03 9536 7333
Email: pno@pno.com.au

This FSG sets out the services that we can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about:

- the services we offer you
- how we and others are paid
- any potential conflict of interest we may have
- our internal and external dispute resolution procedures and how you can access them
- arrangements we have in place to compensate clients for losses

In this FSG “we”, “us”, “our” and “PNO” means **PNOinsurance Pty Ltd** and

- its employees
- its Authorised Representatives: **PNO Gippsland Pty Ltd** (ABN 37 005 40 350) and **PNO Workplace Risk Pty Ltd** (ABN 54 679 296 907).

Lack of Independence

We are not independent, impartial or unbiased pursuant to section 923A of the Corporations Act because we may receive commission when we provide personal advice to you in relation to insurance products and other financial products. Further information about these benefits and relationships is set out in this Financial Services Guide. If you have any questions about this information, please ask us.

Further information when personal advice is given

We will provide you with further information whenever we provide you with advice which takes into account your objectives, financial situation and needs. This information may include the advice that we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a statement of advice (SOA).

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurers or insurance providers that we deal with regularly. In giving you advice about the costs and terms of recommended policies we have not compared those policies to all other policies available, other than from those insurers we deal with regularly.

Product disclosure statement

If we offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a product disclosure statement (PDS), unless you already have an up-to-date PDS. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that product.

From when does this FSG apply?

This FSG applies from 15 September 2024 and remains valid unless a new FSG is issued to replace it.



Who is responsible for the financial services provided?

PNO is responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG. PNO holds a current Australian Financial Services License no: 237822. Our contact details are on the front of this FSG. PNO subscribes to the Insurance Brokers Code of Practice, details of which are available at www.niba.com.au.

How will PNO communicate with me?

Where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you electronically, via email or links to websites etc. If you have provided your email address to us we will typically use that email address for all correspondence and disclosure notices. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

You can contact us to give us instructions by post, phone or email on the contact number or details mentioned on page 1 of this FSG.

What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?

PNO is authorised to advise and deal in general insurance products to retail and wholesale clients. We will do this for you as your broker unless we tell you otherwise.

Will I receive tailored advice?

Maybe not in all cases. However, we may need information about your personal objectives, details of your current financial situation and any relevant information, so that we can arrange insurance policies for you, or to give you advice about your insurance needs. We will ask you for the details that we need to know.

In some cases, we will not ask for any of this information. If we do not ask, or if you do not give us all of the information we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation.

You should read the warnings contained in any SOA, or any other warnings that we give you, carefully before making any decision about an insurance policy.

Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances, or upon renewal of your insurances.

Contractual Liability and your insurance cover

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile, including details of insurance policies that we arrange for you. We may also maintain records of any recommendations or advice given to you. We will retain this FSG and any other FSG given to you as well as any SOA or PDS that we give to you for the period required by law. If you wish to look at your file please ask us. We will make arrangements for you to do so.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our Privacy Policy is available on request. A copy is also available on our website at www.pno.com.au.

How will I pay for the services provided?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in some cases we will also charge you a fee. These will all be shown on the invoice that we send you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.



When you pay us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn and retain any interest on the premium while it is in our trust account.

Refunds

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy, or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer or charge you a cancellation fee equal to the reduction in our commission.

How are any commissions, fees or other benefits calculated for providing the financial services?

Our commission will be calculated based on the following formula: $X = Y\% \times P$

In this formula: X = our commission, Y% = the percentage commission paid to us by the insurer. Our commission varies between 0 and 30%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any fees that we charge you will be advised to you at the time of providing the service.

If we arrange premium funding for you, we may be paid a commission by the premium funder. The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). Our commission rates for premium funding are in the range of 0% to 4% of funded premium. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to the other arrangements that were available to you.

We may pay commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 0% to 30 % of our commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary and may be paid a bonus based on their, and the company's performance. If we give you personal advice, we will inform you of any fees, commission or other payments we, our associates or anyone referring you to us (or us to any insurer) will receive in relation to the policies that are the subject of the advice.

Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

PNO is a Steadfast Group Limited Network Broker (Steadfast). Steadfast is not a shareholder of PNO. Steadfast has arrangements with some insurers and premium funders (Partners) under which Steadfast receives a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners. You can obtain a copy of the Steadfast FSG at www.steadfast.com.au.

As a Steadfast Network Broker we have access to services including software and compliance tools, procedure manuals and training, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, group purchasing arrangements and broker support services. These services are provided to Steadfast Network Brokers for a fee.

Remuneration from other relationships

The PNO Group of companies include PNOinsurance Pty Ltd, PNO Gippsland Pty Ltd, PNO Workplace Risk Pty Ltd and PNO Life Pty Ltd. These companies share common systems and infrastructure. They also share remuneration and costs.

What should I do if I have a complaint?

1. Contact us and tell us about your complaint. You can contact us via email or call us or complete the Contact Form on our website. We will do our best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 14 days, please contact Peter Conquest on 03 9536 7333 or put your complaint in writing and send it to him at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.



3. PNO is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved satisfactorily by us you have the right to refer the matter to AFCA at no cost to you. AFCA provides fair and independent financial services complaint resolution that is free to customers and can be contacted directly on 1800 931 678, info@afca.org.au or visit their website at www.afca.org.au.

What arrangements do you have in place to compensate clients for losses?

PNO has a professional indemnity insurance policy (PI policy) in place which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act. The PI policy covers us and our representatives (including our authorised representatives) for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives in the provision of financial services. Our PI policy cover us for claims relating to the conduct of representatives who worked for us at the time of the relevant conduct, even if they may no longer work for us at the time the claim is made.

Any Questions?

If you have any further questions about the financial services PNO provides, please contact us. Please retain this document for your reference and any future dealings with PNO.