

## Financial Services Guide

This Financial Services Guide (FSG) describes the insurance services offered by Southgate Financial Services and Willis Australia Limited (Willis). It covers our fees, your rights as a client and how any complaints you may have will be dealt with. We give you the FSG when you request an insurance quote.

### About us

Southgate Financial Services is a Corporate Authorised Representative of Willis and can offer a range of retail motor vehicle related insurances for you. Willis is an insurance broker and is licensed to advise on and deal in general insurance products.

### Our services

Southgate Financial Services can provide you with information about the Motor, Extended Warranty, GAP and consumer credit insurances and can issue the relevant insurance policies. To assist you in deciding whether to purchase our insurance products as part of your lease arrangement, Southgate Financial Services will provide you with a Product Disclosure Statement (PDS) for each product. You should carefully read the relevant PDS before you purchase the products to decide if they suit your needs, objectives and financial situation.

### What We Cannot Do

Southgate Financial Services has not been authorised by Willis to provide you with any financial services advice in relation to insurance products. Southgate Financial Services can only provide factual information regarding insurance products. If you need financial advice about these products, you should contact Willis.

### Who we act for

When Southgate Financial Services issues your insurance policies and collects the premium, it acts on behalf of Willis (and the insurers, Lumley Insurance, AFS Licence No: 241461, or CGU Insurance, AFS Licence No 238291 for the Motor insurance; and Swann Insurance (Aust) Pty Limited, AFS Licence No: 238292, for the Consumer Credit insurance, Extended Warranty insurance and GAP Product) and not on your behalf. As such Willis is responsible for the financial services provided to you by Southgate Financial Services.

### How are we paid?

Product	Willis	Southgate Financial Services
Lumley Insurance Comprehensive Novated Motor Vehicle Insurance	5% commission	5% commission
CGU Insurance Comprehensive Motor Vehicle Insurance	7.5% commission	7.5% commission
Swann Insurance Novated Lease Protection Insurance	10% commission	10% commission
Swann Insurance Extended Warranty Product	\$110 inclusive of GST	32-38% commission
Swann Insurance GAP Product	\$55 inclusive of GST	39% commission

Note commissions are included in the cost of the insurance.

**Example:** A customer leases a new vehicle and also takes out the Lumley Comprehensive Novated Motor Vehicle Insurance policy with a premium (by way of example) of \$1,000:

<i>Lumley Comprehensive Motor Insurance -</i>	<i>\$1,000 (monthly insurer premium) X 10% = \$100 Commission (excl. GST).</i>
	<i>5% Commission or \$50 to Willis (excl. GST)</i>
	<i>5% Commission or \$50 to Southgate (excl. GST)</i>

Southgate Financial Services and Willis employees are paid annual salaries that may include discretionary annual bonuses based on pre-determined business performance criteria such as client service standards and business profitability. Neither of these criteria is dependent upon individual sales outcomes. Southgate Financial Services may earn discretionary discounts from Insurers on the basis of portfolio claims performance.

Representatives may also receive non-monetary benefits from either Willis (the authorising licensee) or insurers. These benefits may include entertainment at sporting events, hospitality including lunches and attendance at Willis or insurer sponsored functions. It is not possible to determine in advance what, if any, non-monetary benefit a representative may receive and these benefits are not attributed to any particular product.

**Information about associations or relationships?**

Southgate Financial Services does not have any associations or relationships with either Willis nor any other party that might reasonably be expected to be capable of influencing Southgate Financial Services in providing any of its authorised services.

**How you can provide instructions to us**

If you want to provide us with instructions in relation to the financial services and products we can offer, contact us on the details provided below.

Please retain a copy of this document in a safe place for your future reference.

**What should you do if you have a complaint?**

If you have any cause for complaint about our services please raise the matter in the first instance with your Southgate Financial Services representative. Alternatively, you may contact the Willis Complaints Officer on (03) 8681 9703. Willis will acknowledge your complaint within one business day of receipt and will advise you of the person dealing with it.

We are members of the Financial Ombudsman Services (FOS), an external dispute resolution facility. Should you not be happy with the response to your complaint you have the right to take your complaint to the FOS, who can be contacted on 1300 780 808.

**How we use your personal information?**

Willis and Southgate Financial Services are committed to protecting your privacy. Southgate Financial Services uses the information you provide to issue your insurance. Southgate Financial Services only provides this information to Willis, Lumley Insurance, CGU Insurance and Swann Insurance. We do not trade, rent or sell your information. You can check the information we hold about you at any time. You can ask Willis for more information about their Privacy Policy, or download it from [www.willis.com.au](http://www.willis.com.au)

**Contact us**

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