

Lumley General will acknowledge a complaint within **2** business days of receiving the complaint and will endeavour to resolve the complaint within a further **13** business days.

If Lumley General cannot resolve a complaint within **15** business days, they will inform you that they have been unable to resolve the complaint, and that you may refer the matter to their external dispute resolution scheme, which is administered by Financial Ombudsman Service (FOS), together with a simple explanation on how to contact FOS. FOS is a National Scheme for consumers aimed at resolving disputes between insureds and their insurance companies or claimants who have a dispute with another person's insurance company. The scheme also provides general information about any general insurance matter. The FOS Scheme is an ASIC approved external dispute resolution scheme.

Details of Lumley General's Complaints Resolution procedures may be obtained directly from Lumley General or Lumley website ([www.lumley.com.au](http://www.lumley.com.au)).

### **What fees and benefits do we receive for providing our services to you?**

You are entitled to know about any remuneration, commissions or fees that we and others earn for the services that are provided to you.

#### **How is Affinity paid?**

Affinity is paid by Lumley General to manage all aspects of your policy including endorsements, renewals, general inquiries and the management and handling of all your claims. Affinity receives a commission from Lumley General.

The majority of commission goes towards offsetting costs of product distribution and administration. It also covers the cost of performing the data entry, marketing, underwriting and the administration of claims. The rate of commission received depends on the policy and may range from 0% to 20% of your base premium excluding statutory charges. Affinity retains this commission from the base premium and remits the balance to Lumley General. Affinity may also receive a commission on your renewal or on some endorsements to your policy. In the event of a refund for the cancellation or adjustment of a policy, Affinity reserves the right to retain its policy and administration fees.

Affinity staff receive an annual salary that can include a bonus based on business performance criteria. None receive any additional individual commission in respect of the sale of insurance.

Affinity charges you a policy fee for arranging and administering this insurance policy and this fee is clearly shown in your documentation.

#### **How is Lumley General paid?**

Lumley General receive premiums nett of commission for the provision of the financial services to you.

Employees of Lumley General are paid a salary for the work that they perform. None receive any commission or other payment in respect of the issue of your insurance contract.

#### **Business Referrers**

Referrers of business to Affinity may be paid a commission for referring business to Affinity. These will be charged to you as part of your total amount payable. The amount paid to referrers varies in the range of an amount equivalent to 0% to 20% of the base premium charged excluding statutory charges.

**This Financial Services Guide was prepared on 18/10/08**



**Affinity Risk Partners (Brokers) Pty Ltd**  
**Trading as Affinity Insurance Brokers**

ABN: 11 098 015 064

1/1265 Nepean, Hwy, Cheltenham VIC 3192

PO Box 601, Moorabbin VIC 3189

Ph: 61 3 8587 7777 Fax: 61 3 8587 7700



## **Financial Services Guide**

**A guide to our relationship with you**

### **About this Financial Services Guide ("FSG")**

This FSG is designed to help you make an informed decision about whether to acquire the financial services that we are offering to you. It contains information about:

- what kinds of financial services we offer;
- how we and others will be remunerated for the services that we may provide to you;
- how you may lodge a complaint and how your complaint will be dealt with; and
- the circumstances in which you will receive a Product Disclosure Statement ("PDS") from us about the products being offered to you.

### **Financial Service Provider**

Name ("We"): Affinity Risk Partners (Brokers) Pty Ltd  
Trading as Affinity Insurance Brokers  
("Affinity")

AFS Licence No: 241185

ABN: 15 091 944 580

Address: Level 1, 1265 Nepean Hwy  
Cheltenham VIC 3192

Email: [info@affinityib.com.au](mailto:info@affinityib.com.au)

Phone: (03) 8587 7777

Fax: (03) 8587 7700

**Please read this FSG and  
retain it in a safe place.**

## Who are the Parties to your policy?

### Who is Affinity?

Affinity (ABN 15 091 944 580; Australian Financial Licence Services Number 241185) who manages your insurance policy, is an underwriting agent that acts on behalf of Wesfarmers General Insurance Limited trading as Lumley General ("Lumley General"). Affinity provides comprehensive underwriting, renewal, administration and claims management services. Affinity will be who you deal with in relation to your policy. You may contact Affinity on the number listed in your policy schedule and in this FSG, or at the following address:

Affinity Risk Partners (Brokers) Pty Ltd  
1/1265 Nepean Hwy  
Cheltenham VIC 3192

### Who is Lumley General?

Lumley General (ABN 24 000 036 279; Australian Financial Services Licence Number 241461) is an insurer authorised under the Insurance Act 1973 (Cth) and an Australian Financial Services Licensee authorised to deal in and provide advice in relation to general insurance products. The Insurance Act establishes a system of financial supervision of general insurers in Australia. As an authorised insurer, Lumley General is regulated by the Australian Prudential Regulation Authority ("APRA"). As the holder of an AFS Licence, Lumley General is regulated by the Australian Securities and Investments Commission ("ASIC").

You may contact Lumley General at the following address:

Wesfarmers General Insurance Limited  
Level 3, 99 King Street, Melbourne VIC 3000  
Phone: (03) 8627 4333  
Fax: (03) 8627 4298

## About Lumley General and Affinity and their relationships

Affinity is an agent of Lumley General and acts under binder for Lumley General. This means that when we, or Affinity, provide services to you, we are acting on behalf of Lumley General as its agent. We are not acting for you as your agent.

### Services Provided under Binder

Under the binding authority from Lumley General, Affinity is authorised to arrange insurance policies and manage and settle claims arising from those insurance policies.

## What kind of services and products are we authorised to provide?

We are authorised to provide the types of services listed in this FSG.

Affinity has authorised us under the Corporations Act (Cth) 2001 to provide general advice in relation to general insurance products. We are authorised to deal in a financial product by arranging for another person to apply for, acquire, vary or dispose of general insurance products.

Affinity may provide specific advice under their licence for which you will receive from them a Statement of Advice. If you require further information about this service or a product we are authorised to provide, please contact Affinity.

## General Advice Warning

We are not authorised to provide personal financial product advice to you. Any general advice that is provided to you has been prepared without taking into account your objectives, financial situation or needs. Because of this, you should, before acting on this advice consider the appropriateness of the advice, having regard to your objectives, financial situation and needs.

You will receive a Product Disclosure Statement about the insurance policy issued by Lumley General before making a decision about whether to purchase this product.

## About the Product Disclosure Statement ("PDS")

When you are offered this product, or before you decide whether to acquire it, you will be provided with a PDS issued by Lumley General. The PDS will provide you with information about the insurance policy.

The PDS details the significant features of the insurance policy including the benefits, risks and costs associated with it. It is designed to help you compare and make informed choices about the insurance policy.

## What happens when you wish to make a complaint or advise of a dispute?

We take pride in the products and services that we provide, and aim to ensure that you are happy in your dealings with us. If however, you are in any way disappointed with the services that we provide to you, please contact Affinity on the number listed in your policy schedule and in this FSG, and talk to them, or contact them in writing at the address listed earlier. They will endeavour to address your concerns.

If you are unhappy with Affinity's response, you can raise your concerns with Lumley General direct by any reasonable means, including but not limited to, a written letter, telephone, in person, e-mail or fax.

Ideally, you should:

- Set out adequate details of the complaint; and
- State any corrective action needed to be taken by Lumley General to resolve the dispute.

Lumley General will, if required, offer assistance to you with raising your concern or making your complaint. Any complaint received will, wherever possible, be investigated by an in-house lawyer or other senior person who is not involved in the subject matter of the complaint.