

# FINANCIAL SERVICES GUIDE



This Financial Services Guide (“FSG”) is an important document. It provides you with information about Embrun Pty Ltd to help you decide whether to use the financial services we offer.

The financial services referred to in this guide are offered by Embrun Pty Ltd, ABN 82 956 837 528, trading as “Concept Benefit Planning”. The Australian financial services licence number is 247319.

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**This FSG contains important information about:**

- the services we offer you;
- how we and other entities are paid in relation to those services;
- any potential conflicts of interest we may have;
- our complaints handling procedures and how you can access them.

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| <p><i>Will I receive any other documents from you?</i></p>   | <p>Yes. If I provide advice to you in relation to any of the financial products listed below, I must give you a Statement of Advice (“SoA”) which will contain the reasons and content of my advice, and anything which could influence my advice. If I provide personal advice to you I will give you an SoA as soon as possible after providing the advice, which takes into account one or more of your objectives, financial situations or needs.</p> <p>If you choose to acquire a financial product, I must also give you a Product Disclosure Statement (“PDS”), which is prepared by the product issuer and will contain a description of its product. The PDS aims to help you make an informed decision about whether to purchase the product, and includes information about fees, risks, benefits and characteristics of the financial product. This will be given when I recommend a product to you, or when I offer to arrange for a product to be issued to you.</p> |
| <p><i>What kinds of financial services are you authorised to provide to me and what kinds of financial products do those services relate to?</i></p> | <p>Embrun Pty Ltd is authorised to provide personal advice about, and to deal in, life risk insurance products. A representative can provide this service in relation to the following life risk products:</p> <ul style="list-style-type: none"> <li>• Income Protection</li> <li>• Total and Permanent Disability</li> <li>• Term Insurance</li> <li>• Trauma Insurance</li> <li>• Business Expenses Insurance</li> </ul>   |

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| <p><i>Who are you acting for when you provide your authorised services?</i></p>                                | <p>Any representative of Embrun Pty Ltd is acting on behalf of YOU the client when they provide the authorised services. They are not agents of any life insurance company.</p>   |
| <p><i>How can I give you instructions about my financial products?</i></p>                                     | <p>You may tell us how you would like to give us instructions – for example, by telephone, fax or other means such as email.</p>  |
| <p><i>Do you have any relationships or associations with financial product issuers?</i></p>                    | <p>Embrun Pty Ltd does not have any binder arrangements with any life companies.</p>  |
| <p><i>How are any commissions, fees or other benefits calculated for providing the financial services?</i></p> | <p>Embrun Pty Ltd is remunerated by commission paid by Life Insurance companies based on accepted insurance applications submitted for clients.</p> <p>When you decide to proceed with our recommendations and the insurance provider has issued a policy document, Embrun Pty Ltd will receive a commission for the initial establishment of the policy. Commissions range between 30% and 115% of the premium and vary from provider to provider and are set down by the product provider. The commission paid to us does not increase the premium you pay. As an average, Embrun Pty Ltd would receive 75% of the first year's premium. For example on a term life product with a premium of \$300.00 this would equate to \$225.00. In any event, the commission to be received by Embrun Pty Ltd will be disclosed in the Statement of Advice.</p> <p>Josh Wilson receives a fixed salary which is not dependant on the volume or type of insurance business written, nor the company with which the policy is placed.</p> <p>Hamish Rankin also receives a fixed salary, plus commission equal to 10% of the value of the premium paid by the client upon acceptance of their insurance application(s). This commission is not dependant on the volume or type of business written, nor the company with which the policy is placed.</p> <p>There is no fee charged for ongoing advice and recommendations, although we receive a trail / renewal commission from the product providers. This ranges between 5% - 21.5% of the premium and varies from provider to provider. On average we would receive 15% of the ongoing premium. For example if the premium was \$300.00 this would equate to \$45.00.</p> <p>Embrun Pty Ltd and its representatives may receive profit share or volume based remuneration from some product suppliers:</p> <ul style="list-style-type: none"> <li>• Tower Life pays an additional 1.5% renewal / trail commission (above their standard renewal commission rates) as a volume based incentive on all in force business if an adviser's total annual in force premium held with them exceeds \$2M. At present, Embrun Pty Ltd qualifies to receive this additional commission as Embrun's total in force annual premiums with Tower Life exceeds \$2M. This amount would equate to an additional \$30,000 pa in renewal commission payable:</li> <li>• Tower Life may annually pay an additional amount of between 1% and 3% of the total premiums if an adviser's total annual in-force premiums in relation to Tower and Tower Partner products increase by between 5% and 20%. In this regard, in June 2006 Embrun Pty Ltd received an additional amount of \$22,036.66 (including GST), which equates to 1% of Embrun's total in-force annual premiums with Tower Life as at March</li> </ul> |

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|   | <p>2006 (which totalled \$2,003,333).</p> <p>Embrun Pty Ltd and its representatives may also participate in cumulative ongoing reward programs and receive cash and non-cash benefits in relation to specific products. Non-cash benefits may include attendance at functions, conferences, and training sessions provided by product suppliers or the provision of business services to Embrun Pty Ltd at a reduced cost. If applicable, the products and associated benefits shall be disclosed in the Statement of Advice.</p>  |
| <i>Will anyone be paid for referring me to you?</i> | <p>Embrun Pty Ltd may pay remuneration to a third party for a client referral. The remuneration is based on a percentage of the total premium, and ranges between 5% - 34.5%. These payments are deducted from the total commission paid by the product issuer to Embrun Pty Ltd.</p>  |
| <i>How do you maintain my privacy?</i>              | <p>The privacy of your personal information is important to us. We will only collect personal information which is necessary to determine which life product best suits you.</p> <p>Examples of personal information that may be collected by us include: name, address, date of birth, type of employment, medical reports and financial reports.</p> <p>Embrun Pty Ltd will not give, sell or trade any personally identifiable information you may have provided to us to a third party except where:</p> <ul style="list-style-type: none"> <li>a) you have consented to this; or</li> <li>b) where it is reasonable that we do so in the provision of our financial service to you; or</li> <li>c) where the law requires us to do so.</li> </ul>   |
| <i>What should I do if I have a complaint?</i>      | <p>Contact us by telephone or in writing at the address noted at the beginning of this FSG. It will be referred to our Responsible Officer, Josh Wilson.</p> <p>Within 24 hours we will send you a letter acknowledging receipt of your complaint and outlining your options. Within 7 days we will request any further information we may require from you.</p> <p>We will try to resolve your complaint quickly and fairly. If the complaint is not resolved to your satisfaction you may refer it to the Financial Industry Complaints Service Limited, an alternate dispute resolution scheme of which Embrun Pty Ltd is a member.</p> <p>The contact details for the Financial Industry Complaints Service are:</p> <p>31 Queen Street, Melbourne, Vic 3000.<br/> PO Box 579, Collins Street West, Melbourne, Vic 8007<br/> Telephone: (1300) 780 808<br/> Email: <a href="mailto:fics@fics.asn.au">fics@fics.asn.au</a><br/> Website: <a href="http://www.fics.asn.au">www.fics.asn.au</a></p> |