



Financial Services Guide (FSG)

A guide to our relationship with you and others.

Balanced Underwriting Pty Ltd
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This Financial Services Guide (FSG) version 1 is valid from 1st September 2021 and contains information about 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.

This document will be the basis of our workings and we assume that you agree with the terms unless otherwise stated in writing.

Our services

Balanced Underwriting Pty Ltd holds an Australian Financial Services Licence No. 449060 and is authorised to deal in general insurance products. We provide our products to licensed insurance brokers or their authorised representatives.

How we are remunerated

When we issue you with a general insurance product we charge a premium on behalf of the insurer, based on the risk profile you offer us. The total amount you pay is the premium plus any statutory and government charges. These may include GST, stamp duty, overseas placement tax and a fire or emergency services levy. We will collect the premium from you and remit to the insurer.

We may receive a commission of up to 30% for issuing policies on behalf of the insurer. Any commission is calculated as a percentage of the base premium, excluding statutory charges, government charges and fees payable by the insurer.

In some instances we may be paid a Management Fee from an insurer, where we provide underwriting assistance to that insurer.

In some circumstances we may charge you an Administration Fee. Our Administration Fee is noted on your insurance schedule.

At the end of the financial year, we may receive a profit share commission from the Insurer(s), depending on the performance and profitability of the portfolio, we place with the Insurer(s).

Compensation Arrangements

Balanced Underwriting Pty Ltd holds a Professional Indemnity Policy which satisfies the requirements for compensation arrangements under Section 912B of the Corporations Act 2001. Privacy

Privacy

The privacy of your personal information is important to us. We collect personal information to ensure that we are able to provide you with the products and services most appropriate to your needs.

We have adopted the principles set out in the Privacy Act 1988 as part of our continuing commitment to client service and maintenance of client confidentiality. For further details, please refer to our Privacy Policy on www.balancedunderwriting.com.au.

Complaints Handling

If you wish to complain about our services, contact our Compliance Manager on (08) 6500 1404 or complaints@balancedunderwriting.com.au.

We will acknowledge receipt of your complaint immediately and attempt to resolve it within 10 business days. We are a member of the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme that provides fair and independent financial services complaint resolution that is free to consumers. If an issue has not been resolved to your satisfaction, you can lodge a complaint with AFCA. Any decision AFCA makes is binding on us, but not on you.

You can contact AFCA at www.afca.org.au, info@afca.org.au or (free call) 1800 931 678.

You can also write to AFCA at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001