

Welcome To Taxicare Australia

Taxi Care Club Limited t/as Taxicare Australia (Taxicare Australia) was established in 1986 for the purpose of offering membership services and products to owners and operators of taxi cabs.

What is this Financial Services Guide?

This Financial Services Guide (FSG) is an important legal document. It has been prepared to inform you of the financial services offered to members of Taxi Care Club Limited t/as Taxicare Australia (Taxicare Australia) under its Australian Financial Services Licence (AFS).

This FSG is designed to assist you in deciding whether to use any of those services and contains important information, prior to a financial service being provided, about:

- the member services we offer you
- how we operate and how we and others are paid
- any interests, associations or relationships that could influence us
- our internal and external dispute resolution procedures for members complaints and how you can access them.

What advice is provided by Taxicare Australia?

When we provide you with advice about membership of Taxicare Australia and the protections (**covers**) available to members of Taxicare Australia, we will be providing you with general advice, which means that the advice will not take into account your objectives, financial situation.

When we provide you with general advice about membership or about Taxicare Australia's covers, we will only consider the cost and terms of the covers offered by Taxicare Australia. In giving you advice about the costs and terms of covers, we have not compared the covers to other products available in the financial services market place or from those insurers we deal with regularly.

Will I receive tailored advice?

Generally not, our staff will mostly provide you with factual information and or general advice. However, we may need information about your personal objectives, details of your current financial situation and any relevant information so that we can arrange products or services for you, issue products or services to you or to give you advice about your covers and membership of Taxicare Australia.

You will ONLY receive a statement of advice (SOA) if we provide you with advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, which will enable you to make an informed decision about membership of Taxicare Australia and the covers it makes available to its members.

You should read the warnings contained in any SOA, or any other warnings that we give you, carefully before making decisions about a product or service.

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

Taxicare Australia's AFS licence authorises it to operate a financial services business to issue, advise and deal in miscellaneous financial risk products limited to mutual risk products and advise and deal in general insurance products to retail and wholesale clients.

This FSG deals with the financial services that we provide in relation to all of our financial services risk products. When, providing these financial services and products, Taxicare Australia acts on its own behalf.

Who is responsible for the financial services provided?

Taxicare Australia 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.

Taxicare Australia holds a current Australian Financial Services Licensee no: 292888. The contact details for Taxicare Australia are detailed on page 2.

When will I get a product disclosure statement?

If you choose to join Taxicare Australia and your application is successful we will provide you with, or pass on to you, a Product Disclosure Statement (PDS) or short-form PDS, unless you already have an up to date PDS or short-form PDS from Taxicare Australia or the authorised insurer. The PDS or short-form PDS sent to you contains information about a particular product and it will assist you in making an informed decision about joining Taxicare Australia and applying for any of the covers that it offers to its members. The PDS for each product manufactured by us outlines its administration procedures and processes. Please refer to the relevant PDS for detailed information on how a product is administered.

From when does this FSG apply?

This FSG applies from **1 March 2007** and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

How do you protect my privacy?

The privacy of your personal information is important to us. We have systems and processes in place to protect your privacy. We need to collect personal information to administer our member relationships and provide you with appropriate products and services.

For detailed information on how we handle your personal information, please read our Privacy Policy which you can download from the Taxicare Australia website www.Taxicare.com.au or request a copy from Taxicare Australia members services on 03 9350 7099.

How will I give you instructions?

You can give us instructions by telephone, mail, email, fax or via our website.

How will I pay for the Taxicare Australia's services?

After you instruct us to arrange financial products under Taxicare Australia's guidelines you will be offered membership and cover according to your business risks of your business. Once your application for cover is successful you will be required to pay a contribution for the covers which will be detailed in your certificate of membership/tax invoice.

Your schedule of benefits will tell you how much you have to pay for your contribution, and when it has to be paid by. 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.

How will I pay for the insurance services provided?

For each insurance product that we arrange or advice on your behalf the insurer will charge a premium that includes any relevant taxes, charges and levies. In this circumstance 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 in relation to insurance policies that we recommend, arrange or that are sold through Arcuri & Associates Pty Ltd. These commission amounts are not in addition to the amounts that you pay us.

If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, we will retain 10% of any amount that you have been charged. We may also retain commission depending on our arrangements with the insurer.

What fees or other benefits are received or paid?

Our employees, contractors and directors receive market salaries, and do not receive commission. However, they may be eligible for bonus payments from us based on personal performance in meeting or exceeding member service standards and or an assessment of team, State or company performance targets. If we give you a SOA, we will list in that document any fees, commission or other payments we will receive in relation to the policies that are the subject of the advice.

We do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay benefits to those people out of our fees (not in addition to those amounts), in the range of 0% to 10% of our fees.

Do you have any relationships or associations with the insurer who issues the insurance policies or any other material relationships?

Taxicare Australia has an arrangement with Arcuri & Associates Pty Ltd, ABN 22 006 299 298, an AFS licensee holder no. 235409, a general insurance broker. Arcuri & Associates Pty Ltd plays a role in the arranging of general insurance policies for Taxicare Australia members with the APRA authorised insurer.

Important Information about your premium funding

If we arrange premium funding for you we may be paid a commission by the premium funder. We may also charge you a fee. The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or changes). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Taxicare Australia has a relationship with Lumley Finance, Pacific Premium Finding and others under which we will receive a commission of 0.25% - 2% if you instruct us to arrange the recommended product using the premium funder. 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.

Non-Monetary Benefits/Soft dollar disclosure

Sometimes our advisers may receive certain 'benefits' from a range of product issuers (such as training services and subsidies, conferences, software, tickets to sporting events, concerts, movies, meals or Christmas gifts). Generally, the extent of these benefits is not reasonably capable of influencing the advice that may be given to you. If any circumstance is likely to give rise to a conflict of interest we will either disclose, control or avoid the risk entirely.

What should I do if I have a complaint?

Contact us and tell us about your complaint. We will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 20 days, please contact **Donald Storage** on **03 350 7099** or put your complaint in writing and send it to him at the Taxicare Australia at the above address. We will try and resolve your complaint quickly and fairly.

Taxicare Australia is a member of the Insurance Brokers Disputes Limited (**IBD**). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to the IBD. IBD can be contacted on 1300 780 808 or www.ibdltd.com.au

How can we be contacted?

If you have any further questions about the financial services we provide, please contact us by phone, fax, email or visit our website.

Taxi Care Club Limited t/as Taxicare Australia

Victoria: 39 Dawson Street, Coburg VIC 3058
Telephone: 03 9350 7099, Fax: 03 9350 7100
Email: melbourne@Taxicare.com.au

New South Wales: 698-700 Botany Road, Mascot NSW 2020
Telephone: 02 9313 4433, Fax: 02 9313 4833
Website: www.Taxicare.com.au

This FSG was prepared on 23 February 2007.

Please retain this important document for your reference and any future dealings with Taxicare Australia.