

## RE: FINANCIAL SERVICES GUIDE (FSG)

Palmers Group Pty Ltd  
13 – 15 Mayvic Street  
Chullora NSW 2190

### **Who we act for:**

Palmers Group Pty Ltd is appointed as an Authorised Representative of Australian Risk Applications (Pty) Ltd to provide the insurance service under their Australian Financial Services Licence number 228991.

There is no relationship between Palmers Group Pty Ltd and Australian Risk Applications (Pty) Ltd other than one of customer and service supplier.

### **Authorised Services:**

We hold a domestic and international transit and storage policy. When you instruct us to do so we can arrange for this policy to cover you.

If you ask us to arrange the above insurance policy, we will give you a Product Disclosure Statement (PDS). This will describe the main features of the policy. You should read the PDS to help you decide if the policy suits your needs, objectives and financial situation.

If you request us to arrange insurance, you will need to complete a valued inventory of all your goods prior to us providing you with an insurance certificate.

If you need advice or your insurance needs are different from the cover available in our policy, we can refer you to Australian Risk Applications Pty Ltd who will be able to assist you.

### **How we are paid?**

For arranging for you to be insured under our policy, we receive the difference between the amount you pay us for your insurance and the cost of the premium we pay for the policy (which is based upon our annual turnover in respect of domestic insurance) and the amount we pay under \$2,000 in respect of all claims. The amount you pay us is based on the value of the goods we are removing or storing on your behalf, as declared on the valued inventory.

Our staff who arrange your insurance are paid a salary. They do not receive a bonus for arranging insurance for you.

In addition, Australian Risk Applications Pty Ltd receives remuneration such as fees and commissions for arranging the insurance.

### **Do we have Professional Indemnity insurance?**

During the term of this agreement, Palmers Group Pty Ltd will maintain in force Professional Indemnity Insurance against negligent acts, errors and omissions.

### **We Only Provide General Advice:**

We will give you factual information about the relevant insurance products to help you decide whether to buy them. In some cases, we may make a general recommendation or give an opinion about them. Any such advice we provide to you is of a general nature only and does not take your personal needs, objectives or financial situation into account. You need to consider the appropriateness of any information or advice we give you, having regard to your personal needs, objectives or financial situation, before acting on it. Because of this we recommend that you carefully read the relevant Product Disclosure Statement and Policy documentation we give you before you acquire the products.

### **Complaints and Disputes**

Australian Risk Applications (Pty) Ltd handle all complaints or disputes about our services.

Their complaints officer can be contacted at;

Level 4,  
12 Mount Street  
North Sydney  
NSW  
2060  
(02) 9007 2491

If the complaints officer does not resolve the complaint to your satisfaction, you can refer it to the Australian Financial Complaints Authority (AFCA), whom they are a member of. For further information about AFCA, please visit their website <https://www.afca.org.au/>

### **Date of Preparation**

27/04/2020