

**Kerrie Woodards Insurance Pty Ltd  
FINANCIAL SERVICES GUIDE**

**About This Financial Services Guide**

This Financial Services Guide is designed to assist you in deciding whether to use the financial services we provide. It explains the kinds of financial services we offer. It also contains general information about who we are, how we are paid and how to make a complaint.

- Part 1 – contains information about us and the services we can provide to you; and
- Part 2 – contains information relevant to the Australian Financial Services Licensee(s) on whose behalf we act in relation to the product(s) we may assist you with and recommend.

**Other Documents You May Receive**

If we provide you with personal advice in respect to any insurance products, that advice will take into account your personal needs, objectives or financial situation. In this case we will either provide you with a Statement of Advice or prepare a Record of Advice (where we provide you with further advice).

A **Statement of Advice (SOA)** is a separate statement which we will give to you when we provide you with personal advice on Consumer Credit or Personal Accident cover. The SOA will set out the advice we give you, the basis on which that advice is given and information about our remuneration and any associations related to the advice, so that you can make an informed decision about whether or not to act upon that advice.

You may also receive one or more **Product Disclosure Statements (PDSs)** if we recommend that you acquire a policy or offer to arrange for a policy to be issued to you. The PDS contains information about the significant benefits and features of the insurance policy and of the rights, terms and conditions attaching to the policy. It is aimed at assisting you to compare insurance products so that you can make an informed choice about whether to acquire the product.

**Financial Services Guide Part 1**

**Our Services**

**Kerrie Woodards Insurance Pty Ltd**  
ABN: 31 054 896 936

Authorised Representative No: 243894

Address: 6 Second Street  
Nuriootpa  
SA 5355

Phone: 08 8562 1956 Fax: 08 8562 4363

Email: briony@hw.net.au

Our Office Hours Are: 9.00am to 5.00pm Monday to Friday

Trading as:

Kerrie Woodards Insurance Pty Ltd 31054896936SA

We are Authorised Representatives of the Licensee(s) detailed in this FSG under Part 2. We are authorised to provide the types of services listed in that part on their behalf and act as their agent.

This Financial Service Guide was prepared on 14 August 2013 and is authorised, by our Licensees, for distribution. Please contact us if we can be of any further assistance in helping you to complete your current insurance needs.

**Your questions**

**Our Answers**

Who is your advisor?	Our employed advisors are: Shaun James Woodards-AR No. 316796 ( CGU, QBE only ) , Kerrie Ian Woodards-AR No. 257155, Amber Lee Grear-AR No. 408600 * ( CGU, QBE only ) , Alexander Reincke-AR No. 403794 * ( QBE, CGU only ) , Briony Zeunert-AR No. 329095, Serena Kate Ahrns-AR No. 255664 ( CGU, QBE only ) Advisors with an * alongside their name are not authorised to provide advice for products listed in the 'Our Products at a Glance' table in Part 2 of the FSG which also have an * alongside them
What services do we offer?	We can offer you a wide range of services and access to insurance products to meet your insurance needs and financial requirements. Please refer to Part 2: Our Products at a Glance.
How are we paid?	We receive commission from our Licensees. The commission is a percentage of the premium paid by you, less any taxes or government charges and is detailed in Part 2 of this FSG. Commission may also be paid when you renew or vary your insurance.

	<p>Where a third party has referred you to us, we may share with them a part of the commission we earn. Any commission we pay to a referrer is at no extra cost to you and is detailed in Part 2 of this FSG.</p> <p>We may also charge a fee for our services to you. Any fee we charge is an additional cost to you and is detailed in Part 2 of this FSG.</p> <p>Part 2 sets out more detailed information regarding our remuneration, including commission, from each of our Licensees and associated business partners. If you require more detailed information on our fees or remuneration, please ask.</p> <p>Our staff are paid a salary for their services and may also receive bonuses based on the volume of sales of all financial products over a period. Our Licensee(s) and product issuers may provide other benefits, such as profit sharing arrangements, business related conferences, study trips or other functions. We (including our directors, staff and subcontractors) may also be eligible to qualify for other benefits such as awards or hospitality events. These are provided to us at no additional cost to you.</p>
<p>What advice and information will we give you?</p>	<p>Advice we provide to you is authorised by each Licensee we act for. More information is detailed in Part 2.</p> <p><b>Personal Advice</b></p> <p>If we provide you with personal advice in respect to any insurance products that advice will take into account your personal needs, objectives or financial situation. In this case we will either provide you with a Statement of Advice or prepare a Record of Advice. You may request a copy of any Record of Advice by asking your Adviser. You have the right to request a copy of any Record of Advice for a period of 7 years after the day on which the Further Advice is provided.</p> <p><b>General Advice</b></p> <p>Unless we have told you otherwise, our advice to you will be of a general nature only. General advice does not take your personal needs, objectives or financial situation into account. We recommend that you carefully read any Product Disclosure Statement and Policy documentation provided by the Insurer and any other information before making your decision.</p>
<p>What happens if you have a complaint or dispute?</p>	<p>If you have a complaint or dispute, about the financial services we provide, please contact us using the contact details on page 1. We will attempt to resolve the issue but, we will also promptly refer it to the relevant Licensee. All Licensees have internal dispute resolution procedures and are required to be a member of an ASIC approved External Dispute Resolution Service ("EDRS"). If we or the Licensee is unable to resolve your complaint internally it will be referred to the EDRS and it may be able to resolve the complaint or dispute.</p>

**Financial Services Guide Part 2  
Our Licensees and Products**

We act as the agent of each of these Licensees referred to in this document and not as your agent. Each of our Licensees acts for itself when we provide the authorised financial services on its behalf.

Further information on our relationship with each of our Licensees is set out in the following pages.

**Our Products at a Glance**

<b>What products are we authorised to provide?</b>	<b>Our authorising Licensee(s)</b>	<b>Commission Payable (% of premiums paid ,net of tax, govt charges)</b>
Business Insurance	QBE	Up to 25%
	GTAIS	Up to 20%
Farm Insurance (excl PI)	QBE	Up to 15%
Farm Insurance (incl PI) *	CGU	Up to 25%
Home buildings insurance	CGU	Up to 25%
	QBE	Up to 20%
Home contents insurance	CGU	Up to 25%
	QBE	Up to 20%
Landlord Insurance	CGU	Up to 25%
Motor vehicle insurance	CGU, QBE	Up to 15%
	GTAIS	Up to 10%
Personal and domestic property insurance	CGU, QBE	Up to 20%
Pleasurecraft Insurance	QBE	Up to 20%
Sickness and accident insurance *	QBE	Up to 25%
	CGU	Up to 20%
Strata Insurance	CGU, QBE	Up to 25%
Travel insurance	QBE	Up to 35%
	CGU	Up to 25%

Who is the Licensee?	<p><b>CGU Insurance Limited (CGU)</b>  <b>AFS License No:</b> 238291  We will generally refer to them as Insurer.  The Insurer is an APRA regulated licensee. While this means that the Insurer is exempt from the need to have ASIC approved professional indemnity insurance, the Insurer holds adequate professional indemnity insurance.</p>
How do you contact them?	<p>Phone: 1300 781 780  Address: CGU Centre, 181 William Street, Melbourne, VIC, 3000</p>
Authorised Financial Services	<p>On behalf of the Insurer and in accordance with the terms of our agreement with them, we are authorised to do the following.</p> <p style="padding-left: 40px;">arrange for the application for, acquisition, issue, variation or disposal of the financial products listed in this Part 2. There is no binding authority which means that only the product issuer can agree to issue, vary or dispose of these products.</p> <p>We are authorised to provide financial product advice (general and personal) in relation to the financial products listed in this Part 2.</p>
Associations or Relationships	<p>CGU Insurance Limited acts for itself when we provide the authorised financial services on its behalf.</p>
Other Remuneration, Commission and Benefits	<p><b>Kerrie Woodards Insurance Pty Ltd</b></p> <p>An administration fee of up to \$55.00 may be charged for each renewal, new business or endorsement. Any fee we charge is an additional cost to you and will be advised to you prior to us providing the service.</p> <p><b>Profit Share</b></p> <p>CGU Insurance Limited may pay the Authorised Representative a profit share of up to 6% of gross written premium based on agreed targets in relation to total gross written premium, retention rates and growth rates. This is in addition to the Commission Payable shown in Part 2 of this FSG and is not an additional amount payable by you.</p>
Commission	<p>Where we provide personal advice to you, we will tell you the amount (or method of calculation depending on which is available at the time) of the remuneration, commission and benefits that we are to be paid for providing the advice, at the time the personal advice is given or as soon as practicable after that time.</p>

Who is the Licensee?	<p><b>Global Transport &amp; Automotive Insurance Solutions Pty Ltd (GTAIS)</b>  <b>AFS License No:</b> 240714  We will generally refer to them as Insurer.  We and GTAIS have current professional indemnity insurance policies which satisfies the requirements for compensation under s912B of the Corporations Act. Subject to the terms and conditions of the policy We are covered for errors and omissions arising as part of the financial services we are authorised to provide to you, including where we cease to act or work for GTAIS.</p>
How do you contact them?	<p>Phone: (02) 9966 8820 Fax: (02) 9966 8840  Email: infosyd@gtais.com.au  Address: LEVEL 6, 55 CHANDOS STREET, ST LEONARDS, NSW, 2065  General Advice Warning _____ It is important that you understand and are happy with the policy(ies) we and our representatives can arrange. We can give you general information to help you decide but cannot advise you on whether the terms are specifically appropriate for your individual objectives, financial situation or needs. We therefore recommend that you should carefully read the relevant Policy Document and other information we provide before deciding.</p>

Authorised Financial Services	<p>On behalf of the Insurer and in accordance with the terms of our agreement with them, we are authorised to do the following.</p> <p>issue, apply for, acquire, vary or dispose of the financial products listed in this Part 2. There is no binding authority which means that only the product issuer can agree to issue, vary or dispose of these products.</p> <p>We are authorised to provide general financial product advice (but not personal financial product advice) in relation to the financial products listed in this Part 2.</p>
Associations or Relationships	Global Transport & Automotive Insurance Solutions Pty Ltd is a majority owned company of Allianz Australia Insurance Ltd.

Who is the Licensee?	<p><b>QBE Insurance (Australia) Limited (QBE)</b>  <b>AFS License No:</b> 239545  We will generally refer to them as Insurer.  QBE is exempt from the requirement to hold Professional Indemnity Insurance as they are regulated by the Australian Prudential Regulation Authority (APRA). If you require further information in relation to their compensation arrangements, please contact QBE.</p>
How do you contact them?	<p>Phone: 02 8275 9579 Fax: 02 8275 9069  Email: enquiries@qbe.com  Address: 85 Harrington Street, The Rocks, NSW, 2000  Emergency Claims After Hours 1800 023 387</p>
Authorised Financial Services	<p>On behalf of the Insurer and in accordance with the terms of our agreement with them, we are authorised to do the following.</p> <p>arrange for the application for, acquisition, issue, variation or disposal of the financial products listed in this Part 2. There is no binding authority which means that only the product issuer can agree to issue, vary or dispose of these products.</p> <p>We are authorised to provide financial product advice (general and personal) in relation to the financial products listed in this Part 2.</p>
Other Remuneration, Commission and Benefits	When you are first issued with or renew one of the financial products listed above we may charge you an administration fee of up to \$55 including GST depending on the time taken to provide financial services to you and the complexity of those services.