

Financial Services Guide (FSG)



CLUB
MARINE
INSURANCE

Dated 7th February 2008

This guide aims to help you make an informed decision about the financial services and products we can provide to you as a retail client.

This guide contains important information about the services we offer you, how we and other relevant persons are remunerated, any potential conflicts of interest and how complaints are dealt with.

Where required, you will be given a Product Disclosure Statement (PDS) before or at the time you acquire any product as a retail client. The PDS contains information on the relevant risks, benefits and significant characteristics of the product and is aimed at assisting you in making an informed decision about whether to purchase it or not.

Please keep this FSG along with your policy documents in a safe place for future reference.

Who we are and what services we offer

SOUTHGATE
Financial Services

AR #271125

ABN 56 103 618 499

Southgate Financial Services Pty Ltd

53 Park Street, South Melbourne VIC 3205

Telephone: 1300 132 700

We are an Agent of Club Marine Limited ("Club Marine") ABN 12 007 588 347 AFSL 236916. Club Marine is an agent of the insurer Allianz Australia Insurance Limited ("Allianz") ABN 15 000 122 850 AFSL 234708 and is a member of the Allianz Group. Club Marine has authorised the distribution of this FSG by us.

Club Marine is authorised by the insurer to enter into contracts of Pleasurecraft Insurance on their behalf under binders as if it were the insurer. We are authorised by Club Marine to do this on its behalf. We and Club Marine do not act on your behalf.

Whilst we generally recommend the Allianz product and can provide you with factual information to help you decide if it is right for you, we cannot provide any advice or recommend if it is appropriate for your personal needs. You need to read the policy documents (including the PDS) and other information we provide before deciding whether or not to purchase.

Where we act for other licensees we will provide you with a similar document to this containing details of our relationship with them. These documents (when provided at the same time) combine to make up our FSG.

Information on remuneration

You will be charged an agreed premium for the product you select (plus relevant taxes and charges) which we will calculate and tell you before you purchase it. We and Club Marine share in a commission received from the insurer for our distribution services each time you buy a policy (including

renewals) and for some variations. It is part of the total premium payable by you for the product. It is calculated as a percentage of the net premium (this is the premium less stamp duty (where applicable), GST and other government taxes, charges or levies).

The rate of commission can range up to 30% on Pleasurecraft Insurance. Club Marine may also charge you an administration fee when you first enter into a policy and on any variation, renewal or cancellation. The amount ranges up to \$50 depending on the circumstances.

From time to time we may also participate in sales incentive schemes and/or competitions and may receive promotional items or financial assistance to assist with the promotion of the Allianz product. The benefits received from these sales incentive schemes and/or competitions will not exceed 5% of the annual Pleasurecraft Insurance net premium.

Our representatives may share in our commission and/or be paid a salary. They may receive bonuses or other incentives and rewards depending on their performance relating to sales of products and other business criteria.

What happens if you have a complaint?

Club Marine has a formal internal dispute resolution process you can access. Where you have a complaint, contact Club Marine and ask to speak to the team leader of the section handling your policy by phoning 1300 00 CLUB (2582).

If your complaint remains unresolved, please contact:

Club Marine Internal Dispute Resolution Representative
40 The Esplanade
Brighton VIC 3186
Phone: 1300 00 CLUB (2582)
Fax: 03 8615 8178
Email vic@clubmarine.com.au

If you are not satisfied with the outcome of our internal dispute resolution process you may lodge a written complaint with the following external dispute resolution organisation:

Insurance Ombudsman Service (IOS)
PO Box 561
Collins Street West
Melbourne VIC 8007
Phone: 1300 780 808
Fax: 03 9621 2060
Email: ios@insuranceombudsman.com.au
Website: www.insuranceombudsman.com.au

The IOS was established to assist consumers in resolving complaints with participating companies including Club Marine. The service is free of charge and their decisions are binding on participating companies. They may be unable to assist you unless you have gone through our internal dispute resolution process first.

Further information

If you need further information about the products or our services, or you have any queries please contact Club Marine on 1300 00 CLUB (2582) or visit www.clubmarine.com.au