

DebtorSecure Solutions Pty Ltd ACN 683 727 719 is a Corporate Authorised Representative No. 001313586 of McCormick Harris & Associates Pty Ltd, AFSL No. 238979

## **FINANCIAL SERVICES GUIDE**

3001 Eureka Tower  
7 Riverside Quay  
Southbank Vic 3006.  
PHONE: 0434 292 811  
EMAIL: [info@debtorsecuresolutions.com.au](mailto:info@debtorsecuresolutions.com.au)  
WEBSITE: [www.debtorsecuresolutions.com.au](http://www.debtorsecuresolutions.com.au)

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### **THE PURPOSE OF THIS GUIDE**

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of our services and contains important information about:

- The services we offer you
- How we and our associates are paid
- Any potential conflicts of interest we may have
- What to do in the event of a complaint

### **RESPONSIBILITY FOR SERVICES PROVIDED**

We hold an Australian Financial Services Licence and are authorised to advise and deal in the full spectrum of general insurance products.

We are responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG.

We are required to meet high standards for staff training, organisational competence, management expertise, financial control and compliance disciplines.

## WHO DO WE ACT FOR

We usually act on your behalf and in your interests in all matters. Sometimes, it may be more appropriate for us to access insurance or manage claims where we act as an agent of the insurer. If and when this situation arises we will explain and highlight this to you.

## OUR SERVICES

We offer a range of services to assist you to protect your assets and guard against unexpected liabilities including:

- Reviewing and advising on your insurance needs
- Identifying risk factors to avoid claims
- Seeking competitive premium quotations

## HOW TO CONTACT US

You are able to contact us by phone, in writing, email or in person using the contact details on the front of this FSG.

## LACK INDEPENDENCE

We are not independent, impartial, or unbiased pursuant to section 923A of the Corporations Act because:

We may receive commissions when we provide general advice to you in relation to insurance products and other financial services.

Further information about these benefits and relationships is set out in this Financial Service Guide

If you have any questions about this information, please ask us.

## OUR PRODUCTS

We can advise and arrange a broad range of insurances on your behalf including:

Home Building and Contents, Private and Commercial Motor, Farm, Business Packages, Construction, Liability, Industrial and Professional covers.

## RETAIL CLIENTS

Under the Corporations Act 2001 (The Act) Retail Clients are provided with additional protection from other clients. The Act defines Retail Clients as:

Individuals or a manufacturing business employing less than 100 people or any other business employing less than 20 people and that are purchasing the following types of insurance covers:

Motor vehicle, home building, contents, personal and domestic, sickness/accident/travel, consumer credit and other classes as prescribed by regulations.

Some of the information in this FSG only applies to Retail Clients and it is important that you understand if you are covered by the additional protection provided.

## RETAIL CLIENT ISSUES

Typically, we only provide General Advice to our Retail Clients. General Advice does not take into account your particular needs and requirements and you should consider the appropriateness of this advice to your circumstances prior to acting upon it. We will provide you with a General Advice Warning in such cases.

If you are a new Retail Client purchasing Personal Accident or Sickness insurance and obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will give you a Statement of Advice (SOA), that sets out the advice provided and the basis on which the advice is made, and our remuneration should you purchase the product.

For existing Retail Clients, we may not provide an SOA but rather provide the advice to you orally. In such cases you may request us to provide you with a Record of Advice (via phone or in writing) which we will provide to you within 28 days of such request.

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurance providers that we deal with regularly. In giving you advice about the costs and terms of recommended policies we have not compared those policies to other policies available, other than from those insurance providers we deal with regularly.

If we recommend the purchase of a particular financial product, we will also give you a Product Disclosure Statement at that time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

## PERSONAL INFORMATION

The Privacy Act 1988 sets out standards for the collection and management of personal information. With your consent, we will only use your personal information for general insurance services. Our Privacy Policy Statement is available on our website.

## COMPLAINTS

Clients not satisfied with our services should contact our Complaints Officer. We will try and resolve your complaint quickly and fairly. We are members of the Australian Financial Complaints Authority (AFCA) a Free Consumer Service. If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. Further information is available from our office, or contact AFCA directly at:

Mailing Address: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001

Ph: 1800 931 678 Email: [info@afca.org.au](mailto:info@afca.org.au) Website: [www.afca.org.au](http://www.afca.org.au)

We also adopt the Insurance Brokers Code of Practice.

## COMPENSATION ARRANGEMENTS

We hold a Professional Indemnity Policy. The PI policy covers us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees in the provision of financial services. The policy extends to covers us for work done for us by representatives/employees after they cease to work for us and satisfies the requirements for compensation arrangements under Section 912B of The Act.

## CONTACT AGREEMENT

To ensure that we provide you with appropriate products and services, you agree to us calling you to discuss any new products and services. If you do not wish to receive such calls please advise us and we will place you on our Do Not Call Register.

## ELECTRONIC DELIVERY OF DISCLOSURE NOTICES

Please note that where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you electronically, via email attachments or email links to documents/websites etc. If you have provided your email address to Us we will typically use that email address for all correspondence and disclosure notices. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

## OUR SOURCES OF INCOME

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. When placing your insurance, we usually receive a commission from the insurer. The amount varies between 0% and 30% of the base premium (excluding relevant taxes, charges and levies) you pay.

If there is a refund or reduction of your premium as a result of cancellation or alteration to a policy or based on a term of a policy (such as a premium adjustment provision), we will retain any fee we have charged you. We also retain commission depending on your arrangements with the insurer or charge you a cancellation fee equal to the reduction in your commission.

When we give you General Advice, full commission information (including dollar amounts) will be provided on request.

We have a set of standard non-refundable Broker Fees that we charge you for services such as:

- Market research on products available.
- Assessing the claims service of insurers.
- Sourcing alternative quotations and coverage.
- Risk analysis and portfolio co-ordination.

All fees payable for our services will be advised to you at the time of providing the advice or service.

We may receive additional remuneration from insurers with whom we have profit share or volume bonus arrangements. This remuneration is payable if we meet certain agreed sales and/or profitability targets set by the insurer. If we have profit share arrangements with an insurer that apply to a product we recommend to you, we will advise you of this at the time of making any such recommendation if the amount involved is material.

We retain the interest on premiums paid by you that are held in our trust account before paying the insurer. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer.

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 commission to those people out of our commission or fees (not in addition to those amounts) in the range of 5% to 25% of commission or fees.

If you pay by credit card, we may charge you a credit card (incl. arrangement & handling) fee, which is disclosed and shown separately on our invoices, they are non-refundable. This fee covers the cost of bank charges etc. associated with such facilities.

Premium funding products enable you to pay your premiums by installments. Premium funders do charge interest. We can arrange premium funding if you require it. We may receive a commission based on a percentage of the premium from the premium funder for doing so. The

commission that we are paid by the premium funder is usually calculated as percentage of your insurance premium (including government fee or charges). If you instruct us to arrange or issue a product, this is when we become entitled to the commission. Our commission rates for premium funding are in the range of 0-2% of funded premium. 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 available to you.

## **STEADFAST GROUP LTD MEMBERSHIP**

We are a Steadfast Network Broker. They have exclusive arrangements with some insurers where they receive between 0.5 – 2.5% commission on the premium placed by us with those insurers. These payments are used to operate Steadfast.

## **HOW OUR REPRESENTATIVES ARE PAID**

Our employees that will assist you with your insurance needs will be paid in a marker salary. Our representatives do not receive any benefit directly from the sale of a product to you. Our representatives may receive bonuses payable based on the overall performance of our business.

## **CONFLICTS OF INTEREST**

As a business we have relationships with and receive income from various third parties as detailed in this FSG. All material conflicts that impact on our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice.