

**SOUTHGATE FINANCIAL SERVICES 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

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

SOUTHGATE FINANCIAL SERVICES PTY LTD

ABN: 56 103 618 499

Authorised Representative No: 271125

Address: 53 PARK ST
SOUTH MELBOURNE
VIC 3205

Phone: 0386891700

Email: frank.gadea@southgatefinancial.com.au

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

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 12 February 2008 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

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.

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. Commission may also be paid when you renew or vary your insurance.

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 will either be detailed in Part 2 of this FSG or advised at the time of referral.

We may also charge a fee for our services to you and, in this case, will advise you of any fee before you agree to proceed.

Part 2 sets out more detailed information regarding our remuneration from each of our licensees and any associated business partners. If you require more detailed information on our remuneration, please ask.

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.

What advice and information will we give you?

The advice we provide to you is of a general nature only and has not taken your personal needs, objectives or financial situation into account. We therefore recommend that you carefully read the Product Disclosure Statement and Policy

	documentation provided by the Insurer and any other information before making your decision.
What happens if you have a complaint or dispute?	<p>We have an internal dispute resolution system which is designed to resolve any complaints or disputes which may arise.</p> <p>If our internal dispute resolution system is unable to resolve any complaint or dispute, we or our licensee will refer you to an approved external dispute resolution scheme which may be able to resolve the complaint or dispute.</p> <p>If you have a complaint about the financial services we provide, or need more information please contact us.</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

What products are we authorised to provide?	Our authorising licensee(s)	Commission Payable (% of premiums paid ,net of tax, govt charges)
Consumer credit insurance	Allianz	Up to 20%
Consumer credit insurance (business purpose)	Allianz	Up to 40%
Equity Plus Insurance	Allianz	Up to 55%
Motor vehicle insurance	Allianz	Up to 20%
Warranty Insurance	Allianz	Up to 50%

Who is the licensee?	<p>Allianz Australia Insurance Limited (Allianz) AFS License No: 234708 We will generally refer to them as Insurer. Allianz Australia Insurance Limited (Allianz) is a member of the worldwide Allianz Group. We are pleased to be working with this authorised representative under the authorities and terms stated below. 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>
How do you contact them?	Phone: 1300 300 573 Fax: 02 9266 6996 Email: please_visit_our_website@www.allianz.com.au Address: Level 14 Allianz Centre, 2 Market Street, Sydney, NSW, 2000
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>We are authorised to provide these services under a binder authority we have with the Insurer.</p> <p style="padding-left: 40px;">issue, vary or dispose of the financial products listed in this Part 2 under binder. A binder permits a person to do these things on behalf of the product issuer as if they are the product issuer.</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	<p>In relation to any life risk insurance products arranged by Allianz Australia Insurance Limited, it acts on behalf of the relevant life insurer not you. In some cases, Allianz may have a binding authority from the life insurer and will tell you if this is the case. In performing these services, Allianz acts under its own AFS licence.</p>
Other Remuneration, Commission and Benefits	<p>We may also receive an incentive on Motor Equity insurance based on the achievement of agreed sales targets. The incentive is paid periodically and will not exceed 10% of the premium less GST and Stamp Duty.</p> <p>A volume bonus may be earned on Motor Vehicle, Motor Equity and Motor Vehicle Warranty on the achievement of agreed sales targets. A volume bonus is paid periodically and will not exceed 10% of the premium less Stamp Duty and GST.</p> <p>From time to time we may also participate in sales incentive schemes, competitions and/or on-going promotions. We may also receive on occasion sales, marketing and promotional materials or financial assistance to assist in the promotion of Allianz insurance products. The benefit obtained from these promotions and promotional materials will not exceed 5% of annual Motor Vehicle, Motor Equity and Motor Vehicle Warranty premium, less Stamp Duty and GST.</p>