

**FINANCIAL SERVICES GUIDE (FSG)**  
**A guide to our relationship with you**  
**Dated 25 January 2007**

**ABOUT THIS FINANCIAL SERVICES GUIDE**

This Financial Services Guide (FSG) has been designed to assist you in deciding whether to use any of the services we provide.

It explains the kinds of financial services we offer. It also contains general information about how we and others are remunerated in relation to those services, and information about how you may access our internal and external dispute resolution procedures.

This guide is made up of:

- Part 1 – this part contains information about us and the services we can provide to you; and
- Part 2 – this part contains information relevant to each Australian Financial Services Licensee on whose behalf we act.

**OTHER DISCLOSURE REQUIREMENTS**

You may also receive one or more of a Statement of Advice (SoA) or General Advice Warning, and a Product Disclosure Statement (PDS).

- The **Statement of Advice** contains information about any personal advice we give you so that you can make an informed decision about whether or not to act upon it. Personal advice is advice that takes into account any one or more of your objectives, financial situation and needs. The SoA will set out the advice, the basis on which it is given and information about how we are remunerated, as well as any associations or relationships which may have influenced the provision of the advice. We will give you an SoA at the same time, or as soon as practicable after the advice is provided.
- A **general advice warning** if given, will warn you that any advice given is of a general nature and does not take your personal needs, objectives or financial situation into account.
- Where required, we will also provide you with a **Product Disclosure Statement** (PDS) if we make a recommendation that you acquire a particular financial product, or offer to issue, or arrange the issue of one to you. The PDS sets out the relevant risks, benefits and significant characteristics of the product and is aimed at assisting you to compare and make informed choices about financial products.

## Part 1

### ABOUT OUR FINANCIAL SERVICES PROVIDER

Name: CITYWIDE FINANCE & LEASING PTY. LIMITED  
Authorised Representative No: 233946  
ABN: 46 010 012 263  
Address: U 1 359 GYMPIE ROAD  
KEDRON  
QLD 4031  
  
Tel: 07 3256 4588  
Fax: 07 3256 3873  
Email: fieldsie@citywidefinance.com.au

Trading as:  
CITYWIDE FINANCIAL SERVICES - BN17400284 QLD  
ROCKHAMPTON

I am an employee of Citywide Finance & Leasing Pty Limited

We are Authorised Representatives of the Licensee(s) detailed in this guide under "Part 2". We are authorised to provide the types of services listed in that part on their behalf. Each of the Licensees has authorised the distribution of this FSG.

## **REMUNERATION AND OTHER BENEFITS**

You may be charged a fee for our services. We will tell you if this is the case and agree with you on the type of fee to be charged, how it is to be calculated and when it is payable before we provide our service.

We may also receive a commission (or a share of it) for our services from our licensee or the product issuer if our licensee isn't the product issuer.

In some cases we receive an upfront commission which is part of the total premium payable by you for the product. It is a percentage of the net premium (this is the premium less stamp duty, fire services levy (where applicable), GST and any other government charges, taxes, fees or levies. The commission varies depending on the licensee, product issuer and product. Commission may be received by us when we receive your premium or by the end of the month or such later time agreed with the licensee or product issuer. It is paid each time you buy or renew a policy and in some cases when you vary it.

We may receive (or a share of) other forms of commission These include profit share and volume bonus commission. These are payments from the product issuer and/or our licensee based on:

- the profit that they earn on certain business; and/or
- the volume of certain business we provide to them,

within an agreed period. It may be a percentage of the profit (or levels of profit) or an agreed amount depending on the level of profit achieved. It is paid at the end of a specified period which may for example, be monthly, quarterly, yearly etc.

We (where we are an individual) and where relevant our representatives may also receive:

- an annual salary which can be based on performance against sales targets and/or include an annual bonus payment based on a number of factors including sales targets and other performance criteria
- various soft dollar payments or benefits such as business related conferences, study trips, or other functions paid for by the product issuers, our licensees or our principals.

Where a third party has referred you to us, we may share with them part of the amount of commission or fees we receive in relation to the relevant product or service we provide to you or pay them an agreed referral fee.

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 and our associates are to be paid for providing the advice in the Statement of Advice.

Further details of the remuneration (including commission) and benefits we may receive that are particular to each licensee are set out in Part 2.

### **IF YOU HAVE A COMPLAINT OR DISPUTE**

We have an internal dispute resolution system which is designed to seek to resolve any complaints or disputes which may arise. To access it call us on our details above. If our internal dispute resolution scheme is unable to resolve any complaint or dispute, we will refer you to an ASIC approved external dispute resolution scheme of which our licensee is a member and it may be able to resolve the dispute.

### **HOW YOU CAN PROVIDE INSTRUCTIONS TO US**

If you want to provide us with instructions in relation to the financial services and products we can offer, contact us on the details provided above.

Please retain this document in a safe place for your future reference.

## **Part 2**

### **Licensee Details**

This part sets out details of:

- the Australian Financial Services licensee(s) on whose behalf we are authorised to act;
- the kinds of financial services we are authorised to provide for them and the financial products to which they relate;
- any relevant associations or relationships which may influence us in providing our services;
- further remuneration details; and
- other relevant information.

We are authorised to provide financial services on behalf of the following licensees:

Swann Insurance (Aust) Pty Ltd

Virginia Surety Company, Inc

Fortron Insurance Group Ltd

MTA Insurance Limited

## Swann Insurance (Aust) Pty Ltd

<b>AFS Licensee</b>	
<b>Swann Insurance (Aust) Pty Ltd</b>	
ABN:	80 000 886 680
AFSL No:	238292
Address:	Level 2, CGU Tower, 485 La Trobe Street, Melbourne, VIC, 3000
Tel:	1300 781 780
<b>Authorised Financial Service</b>	
<p>We are authorised to do the following on behalf of Swann Insurance (Aust) Pty Ltd in accordance with the terms of the agreement with them:</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 general financial product advice (but not personal financial product advice) in relation to the financial products listed in this Part 2.</p>	

### HOW WE ARE PAID

The following sets out further details of the relevant remuneration we may receive from the licensee in relation to the provision of our financial services.

<b>Commission</b>	
<b>Product</b>	<b>Commission Rate</b>
Consumer credit insurance	up to 20%
Consumer credit insurance (business purpose)	up to 30%
Gap Cover Insurance	up to 51%
Motor vehicle insurance	up to 30%

### Other Remuneration, Commission and Benefits

#### Other Remuneration, Commissions and Benefits

We may also receive a volume bonus or additional commission from Swann Insurance as stated in Part 1 of this FSG. This may be a percentage of the net premium or an agreed dollar amount (the net premium is the premium less stamp duty, fire services levy (where applicable), GST and any other government charges, taxes, fees and levies). This volume bonus is based on the profit Swann Insurance earns from each product and the volume of business we generate, our achievement of agreed sales targets and market forces within the industry.

All these factors may vary from time to time. The volume bonus is earned and paid periodically and will not exceed 25% of the premium.

We may receive other benefits from Swann Insurance such as materials, services and/or payments to assist in the sale, marketing and promotion of Swann Insurance products. This benefit may be in the form of sales and product training for our staff to provide them with the necessary expertise to sell the products, point of sale marketing materials and financial contributions to cover the cost of advertising, printing and computer equipment.

We may participate in sales incentive schemes, competitions or promotions from time to time or on an ongoing basis.

We may participate in an ongoing incentive scheme for the sale of Gap policies. The Gap incentive program is operated and administered by Swann Insurance and where applicable, pays credits which may be redeemed through designated retail stores. Swann pays all relevant taxes on each benefit provided directly to the Australian Taxation Office. Each credit is equal to no more than \$49 per policy sold.

In addition to their salary, we may share or pass on a proportion of the commission, volume bonus and sales incentives to our authorised sales staff. Such payments will not exceed the amounts paid to us by Swann Insurance.

We may engage sub-contractors to carry out the Authorised Services, either from time to time or on a permanent basis. The subcontractor may be remunerated either on a fixed salary, at a rate related to their sales targets or a combination of salary plus sales related bonus. Such payments would not exceed the amounts paid to us by Swann Insurance.

## Virginia Surety Company, Inc

Virginia Surety Company, Inc (VSC) is a member of the Aon Group of companies. VSC is pleased to confirm that this authorised representative is approved on the following terms.

<b>AFS Licensee</b>	
<b>Virginia Surety Company, Inc</b>	
ARBN:	080 339 957
AFSL No:	245579
Address:	Level 2, 74 Doncaster Road, Balwyn North, VIC, 3104
Tel:	03 9862 3238
Fax:	03 9862 3299
<b>Authorised Financial Service</b>	
We are authorised to do the following on behalf of Virginia Surety Company, Inc in accordance with the terms of the agreement with them:	
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.	
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.	

## ASSOCIATIONS OR RELATIONSHIPS

VSC places the life insurance portion of Consumer Credit Insurance with Combined Life Insurance Company of Australia Limited (ABN 99 001 685 409) Australian Financial Services Licence number 245628, St Andrew's Life Insurance (Australia) Pty Ltd (ABN 98 105 176 243) Australian Financial Services Licence number 281731 or TOWER Australia Limited (ABN 70 050 109 450) Australian Financial Services Licence number 237848.

## HOW WE ARE PAID

The following sets out further details of the relevant remuneration we may receive from the licensee in relation to the provision of our financial services.

<b>Commission</b>	
<b>Product</b>	<b>Commission Rate</b>
Consumer credit insurance	up to 20%
Consumer credit insurance (business purpose)	up to 50%
Gap Cover Insurance	up to 65%
Warranty Insurance	up to 65%

<b>Other Remuneration, Commission and Benefits</b>
As stated in Part 1 of this FSG, we may also receive a volume bonus or additional commission from VSC. This

may be a percentage of the net premium or an agreed dollar amount (the net premium is the premium less stamp duty, fire services levy (where applicable), GST and any other government charges, taxes, fees and levies). These amounts may be based on the volume of business we generate, our achievement of agreed sales targets and/or market forces within the industry. All these factors may vary from time to time. These amounts will be paid periodically and will not exceed 50% of the total premium. We may participate in sales incentives, competitions or promotions from time to time to assist in the sale, marketing and promotion of VSC insurance products. This may also include point of sale marketing materials and financial contributions to cover the cost of advertising, printing and computer equipment. Our employees may receive a salary. In addition to their salary, we may share or pass on a proportion of the commission, volume bonus and sales incentives to our authorized sales staff. Such payments will not exceed the amounts paid to us by VSC. Our employees may also receive soft dollar benefits such as vouchers, business conferences, or other functions paid for by VSC. These benefits will not exceed 25% of the total premium. We may engage sub-contractors to carry out the Authorised Services, either from time to time or on a permanent basis. The sub-contractor may be remunerated on a fixed salary, at a rate related to their sales targets or a combination of salary plus sales related bonus. Such payments would not exceed the amounts paid to us by VSC. You may also be charged an establishment fee to initiate the insurance policy from time to time.

## Fortron Insurance Group Ltd

Fortron Insurance Group Ltd is pleased to have appointed this Authorised Representative to act on our behalf in providing you, the customer, with our products in accordance with the terms as stated below.

<b>AFS Licensee</b>	
<b>Fortron Insurance Group Ltd</b>	
ABN:	18 009 129 793
AFSL No:	238279
Address:	18 Sangiorgio Court, Osborne Park, WA, 6017
Tel:	08 9202 5300
Fax:	08 9202 5394
Email:	fortroninsurance@fortrongroup.com.au
<b>Authorised Financial Service</b>	
We are authorised to do the following on behalf of Fortron Insurance Group Ltd in accordance with the terms of the agreement with them:  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.  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.	

## ASSOCIATIONS OR RELATIONSHIPS

In respect to Consumer Credit Insurance, Fortron Insurance Group Ltd provides life insurance cover on behalf of American International Assurance Company (Australia) Ltd. In doing so, Fortron Insurance Group Ltd acts under its own AFS Licence.

## HOW WE ARE PAID

The following sets out further details of the relevant remuneration we may receive from the licensee in relation to the provision of our financial services.

<b>Commission</b>	
We may receive payment at the rates in the table displayed below. The rate is applied to the total amount you pay for each product (including premium, GST and government charges).	
<b>Product</b>	<b>Commission Rate</b>
Consumer credit insurance	up to 20%
Gap Cover Insurance	up to 55%
Motor vehicle insurance	up to 30%
Warranty Insurance	up to 60%

## Other Remuneration, Commission and Benefits

We may also receive additional remuneration and or other benefits from Fortron Insurance Group Ltd or contractors associated with the marketing of the Fortron Insurance Group Ltd products. This additional remuneration may be based on volume or on profit that is earned on each product that we generate, our achievement of agreed sales targets and or market forces within the industry. This additional remuneration if earned may be paid periodically and will not exceed 15% of the total amount that you pay.

We may also be provided with other benefits such as materials and services to assist in the sale, marketing and promotion of Fortron insurance products. Such benefits may be in the form of discounted or free entertainment, sales and product training for our staff to provide them with the necessary expertise to sell Fortron insurance products, point of sale marketing materials and financial contributions to cover the cost of marketing and advertising campaigns. These other benefits may be provided to us by Fortron Insurance Group Ltd or contractors associated with the marketing of the Fortron Insurance Group Ltd products in their absolute discretion.

In addition to their salary, we may share or pass on a proportion of the additional remuneration or other benefits to our authorised sales staff.

We may engage sub-contractors to carry out the Authorised services, either from time to time or on a permanent basis. The sub-contractor may be remunerated either on a fixed salary, at a rate related to their sales targets or a combination of salary plus sales related bonus.

## MTA Insurance Limited

The following table lists the Australian Financial Services (AFS) licensee(s) that we represent, the services we are authorised to provide, and the financial products relating to those services.

<b>AFS Licensee</b>	
<b>MTA Insurance Limited</b>	
ABN:	35 070 583 701
AFSL No:	239912
Address:	141 Logan Road, WOOLLOONGABBA, QLD, 4102
Tel:	07 3392 1366
Fax:	07 3392 1367
Email:	enquiries@mtq.com.au
<b>Authorised Financial Service</b>	
We are authorised to do the following on behalf of MTA Insurance Limited in accordance with the terms of the agreement with them:	
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.	
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.	

## ASSOCIATIONS OR RELATIONSHIPS

Your financial services provider, or director or associates, may be shareholders of MTQ Insurances Limited ABN 56 010 659 659, the holding company of MTA Insurance Limited, and may receive a dividend depending on the number of shares held

## HOW WE ARE PAID

The following sets out further details of the relevant remuneration we may receive from the licensee in relation to the provision of our financial services.

<b>Commission</b>	
We may receive payment at the rates in the table displayed below. The rate is applied to the total amount you pay for each product (including premium, GST and Govt. charges). We will usually receive this amount at the end of the month following payment of the premium. See also the section Remuneration & Benefits in Part 1.	
<b>Product</b>	<b>Commission Rate</b>
Cash Benefit Insurance	up to 54%
Consumer credit insurance	up to 20%
Consumer credit insurance (business purpose)	up to 30%
Equity Plus Insurance	up to 53%

**Other Remuneration, Commission and Benefits**

Equity Plus Insurance: The following benefits are paid by MTA Insurance Limited.

Our employee, contractor, director or associates who arrange the insurance may receive a benefit paid monthly ranging from 2.26% to 6.02% of the total amount you pay (including premium, GST and govt. charges). This benefit may be taken in a number of ways including non-cash benefits to an equal value.

Cash Benefit Insurance: The following benefits are paid by MTA Insurance.

Our employee, contractor, director or associates who arrange the insurance may receive a benefit paid monthly ranging from 5.15% to 6.47% of the total amount you pay (including premium, GST and govt. charges). This benefit may be taken in a number of ways including non-cash benefits to an equal value.

We may participate in sales incentive schemes, competitions or promotions from time to time on MTA products, excluding Consumer Credit Insurance.

Our authorised sales staff receives a salary and may share in a proportion of the commission, bonus and/or sales incentives, however, such payments will not exceed the amounts paid by MTA Insurance.