



FINANCIAL SERVICES GUIDE



Distributor

Rail Tram Bus Union (RTBU) is the distributor of the Rail, Tram & Bus Accident and Illness Benefits Program.

The insurance policy is arranged by Windsor Management Insurance Brokers.

The purpose of this guide

This Financial Services Guide (FSG) contains important information about:

- The services we offer you
- How we and our associates are paid
- What to do in the event of a complaint

Who is responsible for the financial services provided

Windsor Management Insurance Brokers Pty Ltd holds a current Australian Financial Services Licence (No. 230747) to provide general insurance broking services. They subscribe to the Insurance Brokers Code of Practice and are authorised to advise and deal in general insurance products.

In order to be granted and then retain their licence they are required to commit to meeting stringent requirements in areas such as: staff training, organisational competence, management expertise, financial control and compliance disciplines.

Windsor Management Insurance Brokers has an ongoing requirement to maintain and enhance their professionalism to ensure that you receive fair and honest Financial Services from them.

Retail clients

Under the Corporations Act 2001 (The Act) Retail Clients are provided with additional levels of protection from other insurance purchasers, and are being provided a financial service or product that relates to the following insurance covers:

Sickness and Accident, 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 whether you are covered by the additional protection provided.

Retail client issues

We do not provide any advice. Please contact Windsor Management Insurance Brokers if you require specific advice in relation to your circumstances.

Personal information

The Federal Privacy Act sets out the standards for the collection and management of personal information. Windsor Management Insurance Brokers with your consent, will only use your personal information in relation to the specific insurance program and your circumstances.

Windsor Management Insurance Brokers' sources of income

Windsor Management Insurance Brokers have the following sources of income in relation to the product we distribute on their behalf:

When they place insurance for you, they will usually receive payment from the insurer. The amount payable varies between 5% and 12.5% of the base premium you pay. This is known as the commission.

Any premiums received from you are paid over to Windsor Management Insurance Brokers who will hold the premium in their trust account. They will retain the commission and remit the balance in accordance with the credit arrangements to the insurer. They will earn interest on the premium whilst in their trust account and this interest will be retained by Windsor Management Insurance Brokers.

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

Steadfast Network Broker

Windsor Management Insurance Brokers is a Steadfast Network Broker and as a result they have access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These member services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee. You can obtain a copy of Steadfast's FSG at www.steadfast.com.au.

Services provided by RTBU

We commit considerable effort and resources to assist you by:

- Negotiating an insurance program to cater for workers to meet the requirements of EBA's
- Reviewing the program to meet the ongoing requirements of the EBA
- Assisting workers in lodging insurance claims
- Providing resources on the road to explain the insurance program
- Printing and providing brochures detailing the insurance program

RTBU's sources of income

We are appointed as a distributor of the Rail, Tram & Bus Accident & Illness Benefits Program.

There is an administration fee of \$1.50 plus GST per week included in the weekly insurance program and this covers the administration and operating costs of the RTBU as a distributor.

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy, or based on a term of your policy (such as a premium adjustment provision) we will retain any fee we have charged you.

Windsor Management Insurance Brokers will also retain commission depending on the arrangement with the insurer, or charge you a cancellation fee equal to the reduction in the commission.

Compensation

RTBU are covered under our own professional indemnity policy to cover for claims made against us by clients as a result of the conduct of our staff, in our capacity as distributor of the insurance program.

Complaints and Disputes

Clients not satisfied with the services of Windsor Management Insurance Brokers should first contact the internal Complaints Officer at Windsor Management Insurance Brokers. They are members of the Australian Financial Complaints Authority (AFCA), a free consumer service. Further information is available from their office, or contact AFCA directly on 1800 931 678 or visit www.afca.org.au. They also adopt the Insurance Brokers Code of Practice.

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 or links to 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.

When does this FSG apply from

This FSG was prepared on the 22 January 2019. Please retain this document for your reference and any future dealings with us.



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