

## Australian Homestay Network

### Master Insurance Program

#### Financial Services Guide

This Guide contains important information which will assist you in deciding whether to use our services including our charges, information about our relationships and associations and how any complaints you may have will be dealt with.

If you ask us to act as your general insurance broker, we will do so on the terms set out in this Guide. Unless you tell us otherwise your continued instructions to us will constitute your agreement with these terms. If there is any change to these terms, we will also provide you with a Supplementary Financial Services Guide which, together with this Guide, will record the basis of our relationship.

You might also receive some other documents after or at the time we advise you about your insurance needs including:

- Statement of Advice – if we have arranged consumer credit or sickness and personal accident insurance;
- General Advice Warning – if we provide you with general advice that does not take into account any of your particular objectives;
- Product Disclosure Statements – these will contain information about the products we recommend to you; and
- Confirmation notices – these will confirm the details of transactions we have arranged on your behalf.

If you need more information or have any questions, please feel free to telephone us.

#### **ABOUT US**

The services set out in this Guide will be provided by:

John Wishart Colless (Authorised Representative No. **338 685**) in his capacity as an Authorised Representative of InterRISK Australia Pty Ltd (“InterRISK”). Contact details for Mr Colless and InterRISK are set out below:

John Wishart Colless  
26 Cascade Drive  
Forest Lake  
Brisbane QLD 4078  
Australia



Email: [johncolless@mac.com](mailto:johncolless@mac.com)  
 Tel: +617 3879 6312  
 Mob: +61 0419 706 624

InterRISK Australia Pty Ltd  
 (ACN 107 477 181)  
 Level 1  
 7 Macquarie Place  
 Sydney NSW 2000  
 Australia

Tel: +612 9346 8050  
 Fax: +612 9346 8051  
[www.interrisk.com.au](http://www.interrisk.com.au)

InterRISK is a privately owned General Insurance Broking Firm which holds Australian Financial Services Licence No 255 080 under the *Corporations Act 2001 (Cth)* that enables it to provide general insurance broking services.

## OUR SERVICE

InterRISK is committed to providing sound advice based upon your needs and our comprehensive market knowledge.

We offer a range of services to assist you to protect your assets. These include:

- Reviewing and advising on your insurance needs.
- Arranging and renewing insurance contracts on your behalf.
- Assisting with insurance claims.

We can advise about and arrange any general insurance product on your behalf.

## IMPORTANT RELATIONSHIPS

Mr Colless is an Authorised Representative of InterRISK and both Mr Colless and InterRISK act as your general insurance advisor. We do not act on behalf of insurers.

Mr Colless and InterRISK have been retained by the Australian Homestay Network Pty Ltd ("AHN") as its general insurance advisors. AHN may collect the insurance premium from you on behalf of Mr Colless and InterRISK. However, AHN does not retain any share of the premium or receive any remuneration whatsoever in connection with any insurances arranged on your behalf.

AHN is not licenced to deal in or provide advice in relation to general insurance products. If you need any advice or information relating to any general insurance product, please refer to Mr Colless or InterRISK.

## HOW WE WILL LOOK AFTER YOUR INSURANCE NEEDS

You can provide us with instruction in person, by telephone, email or by post.



## **New Business**

Contact us as soon as possible if you need cover for a risk or property that is not insured. To arrange this, we will need details of the property or risk and all other information which you need to disclose to the insurer.

## **Renewals**

The insurance policy arranged under the AHN Master Insurance Program is for a fixed period of time. The coverage commences on the date that accommodation arranged by AHN commences and it expires when the accommodation comes to an end. The insurance policy is therefore not intended to be renewed and will not attract the protection of s58 of the *Insurance Contracts Act 1984 (Cth)*.

We will accordingly not give you notice of expiry of any insurance policy which we arrange for you.

## **Variations**

You should carefully monitor and review that your insurance contract is adequate to cover your assets or activities. If you want to vary any cover, please provide us with details of the changes you require and any other information you need to disclose to the insurer.

We will arrange the variation with the insurer and provide you with written confirmation.

## **Claims**

Our services do not include the provision of services in relation to claims. If you need to make a claim under an insurance policy that we have arranged on your behalf, you may either notify the relevant insurer directly using the contact details contained in the insurer's Product Disclosure Statement or you may request that we do so on your behalf on the basis that we will charge you a claims service fee calculated at the rate of \$100 per hour plus GST.

## **FEES FOR OUR SERVICE**

You are entitled to know how and what we will charge for our services and what other benefits we receive.

## **Our Remuneration**

We will be paid commission by the relevant insurers when we arrange insurance on your behalf calculated at the rate of 20% of the base premium payable.

Our charges exclude GST. Some of our charges may be tax deductible. If we hold your money in trust pending payment to the insurer, we also receive the interest earned.

## **How are our Advisers Paid**

Mr Colless and InterRISK share in any remuneration received from insurers on an equal basis.



InterRISK's advisers are paid by salary only that may include bonuses based on performance criteria (individual skills performance) and achievement of company goals. They may also receive indirect benefits such as tickets to sport or cultural events and other unquantifiable benefits. If a person has referred you to us, we may pay them a part of any fees or commission received. This will not increase the amount you pay us.

## TERMS OF PAYMENT

### Invoices

AHN will collect from you and pay to us the base premium, statutory charges (e.g. stamp duty, fire services levy etc.) and the commission that we charge for arranging your insurances (the "Gross Premium"). We will pay the Gross Premium to insurers, less our commission. The Gross Premium invoiced to you by AHN must be paid within 14 days of the date of AHN's invoice. If you do not pay the invoice sum on time, the insurer may cancel the contract of insurance and you will not be insured. The insurer may also charge a short term penalty premium for the time on risk.

### Cancellation

We cannot cancel a contract of insurance without written instructions from a person(s) who is authorised to represent each of the parties who are named as insureds in the contract of insurance.

If a contract of insurance is cancelled before expiry of the period of Insurance, we will refund the net premium we receive from your insurer. We will not refund our fees or commission for arranging the insurance.

## IMPORTANT INFORMATION

### Duty of Disclosure

Before you enter into a contract of insurance, you have a duty under the *Insurance Contracts Act 1984 (Cth)* to disclose to your insurer every matter that you know, or could reasonably be expected to know, is relevant to the insurer's decision whether to accept this risk and, if so, on what terms. The duty also applies when you renew, extend, vary or reinstate a contract of insurance. You do not have to disclose anything that:

- Reduces the risk to be undertaken by the insurer;
- Is common knowledge;
- Your insurer knows, or in the ordinary course of its business, ought to know; or
- Your insurer has waived your obligations to disclose.

If you do not comply with your duty of disclosure, your insurer may be entitled to reduce its liability in respect of a claim or may cancel your contract of insurance. If the non-disclosure was fraudulent, the insurer may be able to avoid (or cancel) the contract of insurance from its beginning. This would have the effect that you were never insured.



## Material Changes

You must also notify your insurer of any significant changes which occur during the period of insurance. If you do not, your insurances may be inadequate to fully cover you. We can assist you to do this and to ensure that your contract of insurance is altered to reflect those changes.

## Cooling Off Period

If you decide that you do not need a contract of retail insurance which has been arranged on your behalf, you have a minimum of 14 days from the earlier of the date you receive confirmation of the contract and the date it was arranged to change your mind. You must tell the insurer in writing that you wish to return the insurance contract and have the premium repaid. If you do so, the insurance contract will be terminated from the time you notified the insurer and the premium will be returned. The insurer may retain its reasonable administration and transaction costs and a short term premium. You cannot return the contract of insurance if it has already expired or if you have made a claim under it.

## Privacy

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We only provide your information to the insurance companies with whom you choose to deal (and their representatives). We do not trade, rent or sell your information. You can check the information we hold about you at any time. For more information about our Privacy Policy, ask us for a copy or visit our website [www.interrisk.com.au](http://www.interrisk.com.au)

## Professional Indemnity Insurance Arrangements

We and our representatives are covered under professional indemnity insurance that we believe meets the requirements of section 912B of the *Corporations Act 2001 (Cth)*. The insurance (subject to its terms and conditions) will continue to cover claims in relation to our representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

## COMPLAINTS AND DISPUTES

If you are not fully satisfied with our service, please telephone our complaints and disputes Manager on +612 9346 8050. We will acknowledge your complaint in writing and endeavour to resolve your problem within 5 working days.

If you are still not satisfied, we subscribe to the Insurance Brokers Division of the Financial Ombudsman Service (FOS) which handles complaints against brokers relating to a variety of small business and domestic processes. You can refer your complaint to an FOS Case Manager who will conciliate with a view to seeking a solution that is acceptable to both parties.

If the dispute remains unresolved after a further 20 days, it will be referred to the FOS Referee whose decision is binding on us (but not on you). Further information about the FOS is available from its website [www.fos.org.au](http://www.fos.org.au) or from our office.

The FOS may be contacted via phone on 1300 780 808, by fax on 03 9613 6399, by email at [info@fos.org.au](mailto:info@fos.org.au) or by post at GPO Box 3, Melbourne, VIC 3001.