Trans-West Insurance Brokers (NSW) Pty Ltd

79 Bathurst Street Liverpool NSW 2170

AFS Licence 230142

Financial Services Guide – Ver 2025.01.13

TRANS-WEST
INSURANCE BROKERS

Financial Services Guide

This FSG sets out the services that we can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about:
The services we offer
How we and others are paid
Any potential conflict of interest we may have
Our internal and external dispute resolution procedures and how you can access them
Arrangements we have in place to compensate clients for losses

LACK OF INDEPENDENCE
Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you We, Trans-West Insurance Brokers (NSW) Pty Ltd, are not independent, impartial, or unbiased pursuant to section 923A of the *Corporations Act* because: We may receive, commission, gifts or other benefits when we provide personal advice to you in relation to insurance products and other financial products; Further information about these benefits and relationships is set out in this Financial Services Guide. If you have any questions about this information, please ask us.

The Financial Service is provided by:
Trans-West Insurance Brokers (NSW) Pty Ltd
Address: 79 Bathurst Street, Liverpool NSW 2170 Phone: 02 9601-7166
Email: reception@transwest.com.au Website: www.transwest.com.au
ABN: 71 076 782 495 AFSL: 230142

From when does this FSG apply?

FSG Version 2025.01.13 remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG or other documents relating to our services or any products, they will not replace this FSG however you should read them carefully.

How can I instruct you?

We are able to receive your instructions by post, phone or email on the contact number or details above.

Who is responsible for the financial services provided?

Trans-West Insurance Brokers (NSW) Pty Ltd holds a current Australian Financial Services Licensee No: 230142 and is authorised to advise in general insurance products to wholesale and/or retail clients.

What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?

Trans-West Insurance Brokers (NSW) Pty Ltd is authorised to issue, advise and deal in General Insurance Products on behalf of our clients. We will do this for you as your broker unless we tell you otherwise.

Will I receive tailored advice?

Trans-West Insurance Brokers (NSW) Pty Ltd is authorised to provide you with general advice only and not with tailored advice. General Advice does not take into account your personal needs and financial circumstances at the time, therefore you will need to consider whether this advice suits your requirements prior to acting upon it.

Product disclosure statement

If we offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a product disclosure statement (PDS), unless you already have an up to date PDS. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

Contractual Liability and your insurance cover

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

What information do you maintain in my file and can I examine my file?

Trans-West Insurance Brokers (NSW) Pty Ltd have and adhere to a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. A copy is also available on our website, www.transwest.com.au
If you wish to look at your file please ask us. We will make arrangements for you to do so.

How will I pay for the services provided?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in some cases we will also charge you a fee. These will all be shown on the invoice that we send you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.

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. We will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in our commission.

When you pay us your premium it will be banked into our trust account. 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 will earn interest on the premium while it is in our trust account, or we may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

How are any commissions, fees or other benefits calculated for providing the financial services?

For placing your insurance we usually receive a commission paid by the insurer, as a percentage of the premium you pay. This is the standard way insurance brokers are remunerated and, depending on the type of insurance, our rates of commission typically range from 0% to 30%, before any government fees or charges. We may also charge a broker service fee, which varies according to the level of services rendered.

Our commission will be calculated based on the following formula:

X = Y% x P

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 30% dependent upon the class of insurance and the insurance company.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Our employees that will assist you with your insurance needs will be paid a market salary.

Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

Trans-West Insurance Brokers (NSW) Pty Ltd is a Steadfast Group Limited (Steadfast) Network Broker and brokerage company and/or principals/directors hold shares in Steadfast. As a Steadfast Network Broker we have access to services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, claims support, group purchasing arrangements and broker support services. These 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

If we arrange premium funding for you, we may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees 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% to 4% 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 that were available to you.

What should I do if I have a complaint?

1. 1.Contact us and tell us about your complaint. We will do our best to resolve it quickly.

2. 2.If your complaint is not satisfactorily resolved within 10 working days, please contact General Manager on 02 9601 7166 or put your complaint in writing and send it to The Complaints Manager at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.

3. 3.Trans-West Insurance Brokers (NSW) Pty Ltd is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. The AFCA can be contacted at:

   Mailing address - Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001
   Ph - 1800 931 678
   Email - info@afca.org.au
   Website - www.afca.org.au

What arrangements do you have in place to compensate clients for losses?

Trans-West Insurance Brokers (NSW) Pty Ltd has a professional indemnity insurance policy (PI policy) in place.
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.

NIBA Code of Practice

Trans-West Insurance Brokers (NSW) Pty Ltd abides by the National Insurance Brokers Association Code of Practice. The NIBA Code of Practice sets out standards for brokers to follow when dealing with clients, including requirements to inform clients of remuneration arrangements and possible conflicts of interest. You can ask us for a copy of the NIBA Code of Practice or you can access via the NIBA Website, https://www.niba.com.au/insurance-brokers-code-of-practice.

Any questions?

If you have any further questions about the financial services Trans-West Insurance Brokers (NSW) Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with Trans-West Insurance Brokers (NSW) Pty Ltd.