

Financial Services Guide

The financial services referred to in this Financial Services Guide (FSG) are offered by:

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Authorised Representative of:

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DIS holds a current Australian Financial Services Licence No. 498519 and is responsible for the financial services that Pen Insurance Brokers provides to you.

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 you.
- 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 that are in place to compensate clients for losses.

Further information when personal advice is given

We will provide you with further information whenever we provide you with advice, which takes into account your objectives, financial situation and needs. This information may include the advice that we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a statement of advice (**SOA**).

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurers or insurance providers that we deal with regularly. In giving you advice about the costs and terms of recommended policies, we have not compared those policies to other policies available, other than from those insurers we deal with regularly.

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, Dynamic Insurance Services, are not independent, impartial or unbiased pursuant to section 923A of the *Corporations Act* because:

- We may receive remuneration, commission, gifts or other benefits which when we provide personal advice to you in relation to insurance products and other financial products; and/or
- We may be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; and/or
- We may have associations or relationships with issuers of 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.

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 from the insurer. The PDS will contain information about the particular policy, which will enable you to make an informed decision about purchasing that product.

From when does this FSG apply?

This FSG applies from 12 November 2021, and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

How can you instruct us?

You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.

Who is responsible for the financial services provided?

DIS is responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG.

DIS holds a current Australian Financial Services Licence no. 498519. The contact details for DIS are on the front of this FSG.

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

Our Authorised Representatives provide advice and arrange general insurance for retail and wholesale clients under DIS's Australian Financial Service Licence. They will do this on your behalf as your broker unless we tell you otherwise.

Retail clients

Under the Corporations Act 2001 (the Act) Retail Clients are provided with additional protection from other clients. The Act defines Retail Clients as: Individuals or a manufacturing business employing less than 100 people or any other business employing less than 20 people and that are purchasing the following types of insurance covers: Motor vehicle, home building, contents, personal and domestic, sickness/accident/travel, consumer credit 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 if you are covered by the additional protection provided.

Retail client issues

We typically only provide General Advice to our Retail Clients. General Advice does not take into account your particular needs and requirements and you should consider the appropriateness of this advice to your circumstances prior to acting upon it. We will provide you with a General Advice Warning in such cases. If you are a new Retail Client purchasing Personal Accident or Sickness insurance and obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will issue a Statement of Advice (SOA), that sets out the advice provided and the basis on which the advice is made and our remuneration should you purchase the product. For existing Retail Clients, we may not provide an SOA, but rather provide you oral advice. In such cases, you may request us to provide you with a Record of Advice (via phone or in writing) which we will provide to you within 28 days of such request. When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurance providers that we deal with regularly. In giving you advice about the costs and terms of recommended policies we have not compared those policies to other policies available, other than from those insurance providers we deal with regularly. If we recommend the purchase of a particular financial product, we will also give you a Product Disclosure Statement at that time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

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?

DIS maintains a record of your personal profile, including details of insurance policies that We arrange for you. DIS may also maintain records of any recommendations or advice given to you. DIS will retain this FSG and any other FSG given to you as well as any SOA or PDS that we give or pass on to you for the period required by law.

DIS are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of DIS's privacy policy is available on request. A copy is also available on DIS's website www.dynamicinsurance.com.au.

If you wish to look at your file, please ask us. We will arrange for you to do so.

How will I pay for the services provided?

Payment for the services We provide you are payable directly to DIS. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. DIS often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to DIS by the insurers. In some cases, you will also be charged a fee. These will all be shown on the invoice that is sent to you.

You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay DIS 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 commission.

When you pay us your premium it will be banked into DIS's trust account. DIS will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with DIS's arrangements with the insurer. DIS will earn interest on the premium while it is in their trust account or DIS may invest the premium and earn a return. DIS 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?

DIS's commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = DIS's commission

Y% = the percentage commission paid to DIS by the insurer. DIS's commission varies between 0% and 30%.

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

DIS will receive 85% of DIS's commission. Any fees that DIS or DIS charge you will depend on the level of service, advice and time provided and will be discussed with you at the time.

DIS does not and we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we give you personal advice, we will inform you of any fees, commission or other payments we, our associates or anyone referring you to us (or us to any insurer) will receive in relation to the policies that are the subject of the advice.

What arrangements are in place to compensate clients for losses?

DIS has a professional indemnity insurance policy (PI policy) in place. The PI policy covers DIS and its representatives (including authorised representatives) for claims made against them by clients as a result of their conduct in the provision of financial services. The PI policy covers DIS and DIS for claims relating to the conduct of former representatives who no longer work for DIS.

What should I do if I have a complaint?

1. Contact DIS and tell DIS about your complaint. DIS will do its best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 5 days, please contact Cynthia Yap on 0412 112 149 or put your complaint in writing and send it to the address noted at the beginning of this FSG. DIS will try to resolve your complaint quickly and fairly.
3. DIS 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. They can be contacted at:

Mailing address: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678
Email: info@afca.org.au Website: www.afca.org.au

Any questions?

If you have any further questions about the financial services DIS or DIS provides, please contact us.

Please retain this document for your reference and any future dealings with DIS or DIS.