

FINANCIAL SERVICES GUIDE

DATE OF ISSUE: 1 OCTOBER 2021

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the financial services provided by Southgate Financial Services that are described in this FSG. We give you the FSG when you request an insurance quote.

This FSG contains information on:

- The services Southgate Financial Services are authorised to provide to you;
- How Southgate Financial Services and Willis are remunerated;
- Our internal and external dispute resolution procedures; and
- Other important information.

ABOUT US AND OUR SERVICES

Southgate Financial Services, (Corporate Authorised Representative Number 271125) is an authorised representative of Willis Australia Limited, Australian Financial Services Licence Number 240600 (“WTW”). Southgate Financial Services is authorised to provide you with general advice on and deal in general insurance products about motor vehicle insurance and can issue the relevant insurance policies, to retail clients.

WHAT WE CANNOT DO

Southgate Financial Services has not been authorised by WTW to provide you with financial services personal advice in relation to insurance products. Southgate Financial Services can only provide general advice regarding insurance products. If you need personal advice about these products, you should contact WTW.

WHAT DOCUMENTS WE MAY PROVIDE TO YOU

When providing you with a quote or issuing the insurance, Southgate Financial Services will give you:

- an FSG which has been approved for distribution by WTW;
- a Product Disclosure Statement (PDS). The PDS is prepared by the insurer and contains information about the product recommended, to help you make a more informed decision about whether or not to purchase the product.

WHO DO WE ACT FOR?

When Southgate Financial Services issues your insurance policies and collects the premium, it acts on behalf of WTW and the insurer, AAI Limited trading as Vero Insurance (Vero), AFS Licence No 230859 for the motor vehicle insurance, and not on your behalf. As such WTW is responsible for the financial services provided to you by Southgate Financial Services.

HOW ARE WE REMUNERATED?

PRODUCT	WILLIS TOWERS WATSON	SOUTHGATE FINANCIAL SERVICES
AAI Limited trading as Vero Insurance (Vero) Motor Fleet Group Vehicle insurance	5% commission	7% commission

Note commissions are included in the cost of the insurance.

Example: A customer leases a new vehicle and also takes out the Vero Motor Fleet Group Vehicle Insurance policy with a premium (by way of example) of \$1,000:

Vero Motor Fleet Group Vehicle Insurance	\$1,000 (monthly insurer premium) X 12% = \$120 Commission (excl. GST).
	5% Commission or \$50 to Willis Towers Watson (excl. GST)
	7% Commission or \$70 to Southgate (excl. GST)

Southgate Financial Services and WTW employees are paid annual salaries that may include discretionary annual bonuses based on pre-determined business performance criteria such as client service standards and business profitability. Neither of these criteria is dependent upon individual sales outcomes. Southgate Financial Services may earn discretionary discounts from Insurers on the basis of portfolio claims performance.

Representatives may also receive non-monetary benefits from either WTW (the authorising licensee) or the insurer. These benefits may include entertainment at sporting events, hospitality including lunches and attendance at WTW or insurer sponsored functions. It is not possible to determine in advance what, if any, non-monetary benefit a representative may receive and these benefits are not attributed to any particular product.

INFORMATION ABOUT ASSOCIATIONS OR RELATIONSHIPS

Southgate Financial Services does not have any associations or relationships with either WTW or any other party that might reasonably be expected to be capable of influencing Southgate Financial Services in providing any of its authorised services.

WHAT ARE OUR PROFESSIONAL INDEMNITY PROVISIONS?

Southgate Financial Services and WTW each have Professional Indemnity cover in place in accordance with the provisions of the *Corporations Act 2001*. Subject to the terms and conditions of such cover, this includes coverage for existing and former employees.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

If you have any cause for complaint about our services please raise the matter in the first instance with your Southgate Financial Services representative. Alternatively, you may contact the WTW Complaints Officer on (02) 9285 4000 or send an email to ComplianceQueries.au@wtwco.com.

We will acknowledge your complaint within one business day of receipt and advise you who the prime contact for handling your complaint is. We aim to resolve complaints within 30 days of receipt but if your complaint is complex and may take more than 30 days to resolve, we will keep you informed on the progress and when we expect to provide our final response.

WTW are a member of the Australian Financial Complaints Authority (AFCA), an external dispute resolution facility. If an issue has not been resolved to your satisfaction, you can lodge a complaint with AFCA. AFCA provides independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

You can also call WTW to comment upon our service on the Contact Us phone number listed below.

WHAT ABOUT PRIVACY?

WTW and Southgate Financial Services are committed to protecting your personal information. Southgate Financial Services uses the information you provide to issue your insurance. Southgate Financial Services only provides this information to WTW and AAI Limited. You can ask WTW for more information about their Privacy Policy or download it from <https://www.wtwco.com/en-AU/Notices/privacy-policy-australasia>.

By proceeding to deal with us, you confirm on your behalf and/or on behalf of those you represent, agreement to the collection, use and disclosure of personal information described within the Privacy Policy.

HOW YOU CAN PROVIDE INSTRUCTIONS TO US ABOUT YOUR INSURANCE

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 below.

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

CONTACT US

WILLIS AUSTRALIA LIMITED

ABN: 90 000 321 237

AFS Licence No: 240600

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Melbourne VIC 3000

Tel: +61 3 8681 9800

Email: Christopher.Easdown@wtwco.com

SOUTHGATE FINANCIAL SERVICES

ABN: 56 103 618 499

Corporate Authorised Rep No: 271125

3/3 Rocklea Dr

Port Melbourne VIC 3207

Tel: 1300 132 700

Email: Southgate Salary Packaging Services
support@southgatefinancial.com.au