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# Financial Services Guide

## ACS Financial Pty Ltd

- ACC Insurance & Protection Program -

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This Financial Services Guide (FSG) is dated 08 February 2016 and remains valid until a further FSG is issued to replace it.

### Purpose of this FSG

This FSG is an important document with information about who we are, our relationship with you and the services that we offer. It is designed to help you to decide whether to use the financial services we provide and contains important information about:

- who we are and the services we offer
- how we and our associates are paid
- any potential conflict of interest we may have
- professional indemnity insurance arrangements
- our internal and external dispute resolution procedures
- our Privacy Policy

### Who we are and how you can instruct us.

The financial services in relation to this FSG are provided by ACS Financial Pty Ltd (ACN 062 448 122) as trustee for the ACS Business Trust (ABN 91 460 778 961) ("ACS Financial"), the holder of Australian Financial Services Licence 247388, and by our authorised representatives listed in Schedule 1 below.

It is likely that when we provide the services in this FSG to Australian Christian Churches (ABN 58 123 514 361) ("ACC Movement") members, affiliates and associates, that we will do so through the ACC Insurance & Protection Program ("the Program"). This includes general insurance policies, placed with a range of insurers, and a miscellaneous financial risk product provided by ACS Mutual Limited (ACN 162 909 346) ("ACS Mutual"), and tailored to the needs of the ACC Movement member churches and affiliate organisations. We provide further details about our general insurance and discretionary mutual services ("the Services") in the following sections.

We are able to receive your instructions personally, by telephone, mail or email using the contact details provided below.

### The Services

#### Our General Insurance Services

We are authorised by the Australian Securities & Investments Commission ("ASIC") to provide you with financial product advice about, and to deal in, general insurance products. That means we can give you our opinion and recommendations, and arrange the cover you decide to purchase. Note that ACS Financial is a broker, not an insurer, and acts as agent for you unless we tell you otherwise.

If you are a retail client (as outlined below), then we will typically give you general advice, which does not take your personal needs or financial circumstances into account. Therefore, you will need to make your own decision about whether this advice suits you before you act on it. When we give you general advice, we will give you a general advice warning to remind you about this.

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If we arrange an insurance policy for you, we may also give you the policy wording, and if you are a retail client, the Product Disclosure Statement (PDS) with details of the financial product. The PDS sets out information you need to make an informed decision about whether to acquire the policy.

If we provide you with financial services other than in connection with the Program, we will provide you with a separate FSG.

We offer Risk Management Education programs through seminars and consultations which can be delivered by our specialists at your operating site or another location or by other means. If we provide you with risk management advice and services, which may include provision of a Risk Management Guide, typically the advice we give you is general advice and does not take your personal needs or financial circumstances into account. We will give you a General Advice Warning to remind you about this.

Note that risk management seminar invites, risk updates and provision of the Risk Management Guide from time to time, whether in electronic or print format, are part of our service and considered necessary communications. All clients will receive such necessary communications and although you may change your preferred method of delivery at any time i.e. email or post, opt-outs will not be accepted.

Premium funding is a short term loan that enables you to pay your premiums by installments, which may assist you in managing your cash flow. We can assist in arranging premium funding on your behalf if you require it. Contact us to request a copy of premium funder terms and conditions.

#### Our Discretionary Mutual Services

ACS Financial has been appointed to manage ACS Mutual on behalf of ACS Mutual members, all of whom are members, persons, affiliates and associates of the ACC Movement or other similar associations relating to churches in Australia. Our representatives are employees or contractors of ACS Financial and are authorised to provide you with general financial product advice about, and to deal in, miscellaneous financial risk products. That means we can give you general factual information on these products, and arrange the protection(s) you decide to purchase from ACS Mutual.

If you are a retail client (as outlined below), then we will typically give you general advice, which does not take your personal needs or financial circumstances into account. Therefore, you will need to make your own decision about whether this advice suits you before you act on it. When we give you general advice, we will give you a general advice warning to remind you about this.

If we arrange protection for you with ACS Mutual, we will also give you the protection wording (similar to a policy wording), and the Product Disclosure Statement (PDS) with details of the financial product. The PDS sets out information you need to make an informed decision about whether to acquire the protection.

If we provide you with financial services other than in connection with the Program, we will provide you with a separate FSG.

#### Who do we act for?

ACS Financial has a formal service agreement with the ACC Movement to make the Services available to eligible participants (members, persons, affiliates and associates of the ACC Movement) through the Program.

If we provide you with advice or recommendations about any products offered through the Program, we do so as the ACC Movement's appointed manager and provider of administrative services of the Program.

If we provide you with advice or recommendations about any protection offered by the ACS Mutual, we do so as the ACS Mutual's appointed Manager under the Australian Financial Services Licence 247388.

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## Retail client

The Corporations Act 2001 (“Corporations Act”) provides “retail clients” with additional protection, relative to other clients. It is important that you understand if (and if so in what circumstances) you and/or your church or business is a retail client, as some of the information in this FSG only applies to retail clients.

Under the Act, a retail client can be:

- an individual; or
- a business (whether or not for profit, and including a church or charity) that employs less than 20 people, or if it is a manufacturing business, less than 100 people;

who is purchasing the following types of insurance cover and miscellaneous discretionary protection available through the Program:

### Insurance Cover provided by various issuers:

- personal accident and illness;
- motor vehicle;
- personal property, including caravan; and/or
- travel insurance; and

### Miscellaneous discretionary protection provided by ACS Mutual:

- property; and/or
- public liability.

## Who is responsible for the Financial Services Provided?

ACS Financial is an Australian Financial Services licensee authorised to deal in and provide advice in relation to general insurance products and miscellaneous financial risk products to retail and wholesale clients.

## How can you contact us?

If you would like to obtain further information, provide us with instructions or if you have any queries about the financial products and services we are authorised to provide, please contact us on 1800 646 777, by email at [insuranceservices@acsfinancial.com.au](mailto:insuranceservices@acsfinancial.com.au) or fax (03) 9811 6466.

## What commissions, fees or other benefits do we receive for providing the financial services?

For the administration of the Program, ACS Financial receives a fee from the ACC Movement, which is paid annually. ACS Financial receives no commissions or other benefits for the provision of these financial services.

The contribution of each member of the Program to this fee will vary according to your location, size and types of policy provided. You can ask us for more particular information about our remuneration after receiving this FSG.

ACS Financial advisers (staff and contractors) are paid an annual salary and may receive bonuses or incentives in relation to the performance of the Program or ACS Mutual. There are no set formulae for such as any bonuses are entirely discretionary. You may request particulars of any benefits payable to your adviser in respect of a particular product or service.

For the management of the ACS Mutual, ACS Financial receives a fee from ACS Mutual. ACS Financial does not receive commissions or other benefits for the provision of these financial services.

The contribution of each member of ACS Mutual will vary according to your location, size and types of protection provided. You can ask us for more particular information about our remuneration after receiving this FSG.

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ACS Financial offers Risk Management advice and services. Depending on the nature of the service provided, a fee for service may be payable. If so, we will notify you before providing the service and issue you a valid tax invoice.

You can ask us what commission rates we are paid for premium funding arrangements compared to the other arrangements that are available to you. If you instruct us to arrange premium funding, this is when ACS Financial becomes entitled to commission by a premium funder. The rate of commission depends on the policy and may range from 0% to 2% p.a. 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 all fees and government charges). The amount of our commission and any fee that we charge will be set out in the premium funding contract.

## Relationships, Associations and Referrals

We have some relationships that influence the way in which we provide the Services to members of the Program. These are:

- ACS Financial utilises the services of a licensed insurance broker, currently Honan Insurance Group Pty Ltd (ACN 005 372 396) (AFSL 246749) (“Honan”), to arrange or place insurance policies under the Program with insurers. Honan receives a combination of broker fees and commission for this service based on the type of policy selected.
- ACS Financial utilises the services of an Authorised Representative, TRP INSURANCE SERVICES PTY LTD ATF JMR FAMILY TRUST (AR No., 425649) to provide a management service to ACS Financial. They receive various service fees provided certain business criteria are met. (However, ultimate payment is at the discretion of the Board of ACS Financial). If you require further information, please contact us.
- ACS Financial is a wholly owned subsidiary of Assemblies of God in Australia (ABN 65 004 617 467) and provides financial services to affiliated churches and other bodies.
- ACS Financial manages ACS Mutual, an entity owned and controlled by Members, affiliates and associates of the ACC Movement or other similar associations related to churches in Australia.

## Compensation and insurance arrangements

We and our representatives are covered under professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act. This insurance is designed to compensate retail clients for losses they suffer as a result of a breach by ACS Financial or its representatives or employees of their obligations. 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).

## What to do if you have a complaint

If you have a concern, complaint or dispute about the service we have provided to you, please contact us on 1800 646 777 or by email at [insuranceservices@acsfinancial.com.au](mailto:insuranceservices@acsfinancial.com.au) and tell us about it. If we are not able to resolve your complaint satisfactorily within 24 hours, please follow our Complaints Process which is available at [www.acsfinancial.com.au](http://www.acsfinancial.com.au) (go to About Us > Policies, FSGs and Important Information) or you can call us to request a copy.

If you are not satisfied with our internal assessment of the matters you raise, you have the right to take those matters to the Financial Ombudsman Service Limited (ABN 67 131 124 448) (“FOS”). FOS can be contacted on 1300 780 808 or through their website, [www.fos.org.au](http://www.fos.org.au).

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## Privacy: What information do we maintain about you?

We collect personal information to ensure that we can offer or provide you with products and services most appropriate to your needs, as outlined in this FSG.

We appreciate the importance of protecting your personal information and recognise the trust placed in us when you supply your personal information to us. We are bound by the Australian Privacy Principles ("APPs") under the Privacy Act 1988 (Cth) regarding the way we handle your personal information. We have implemented a Privacy Policy, under the APPs, which explains how we collect, hold, use and disclose personal information. Nothing in this policy limits any of our obligations at law. You can obtain a copy of our Privacy Policy by calling us on 1800 646 777 or visiting our website [www.acsfinancial.com.au](http://www.acsfinancial.com.au) (go to About Us > Policies, FSGs and Important Information).

The financial services in relation to the Program to which this FSG relates are provided by:

ACS Financial Pty Ltd as trustee for the ACS Business Trust  
ACN 062 448 122, ABN 91 460 778 96, AFSL 247388

Level 1, 917 Riversdale Road, Surrey Hills VIC 3127  
Ph: (03) 9811 9811  
Fax: (03) 9811 6466  
Email: [insuranceservices@acsfinancial.com.au](mailto:insuranceservices@acsfinancial.com.au)  
Web: [www.acsfinancial.com.au](http://www.acsfinancial.com.au)

and the authorised representatives listed in Schedule 1 below.

### Schedule 1

Authorised Representative name	Number
TRP INSURANCE SERVICES PTY LTD	425649
ATF JMR FAMILY TRUST	

The distribution of this FSG is authorised by ACS Financial.

02/16