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## Financial Services Guide (FSG)

### J.D.I. (Young) Pty Limited T/a Inland Insurance Brokers

The financial services referred to in this financial services guide (FSG) are offered by:

J.D.I. (Young) Pty Limited T/a Inland Insurance Brokers

ABN 23 079 458 914

1 Short Street, Young, NSW 2594

T: 02 6382 7447

Email: [youngmail@dunkinsurance.com.au](mailto:youngmail@dunkinsurance.com.au)

J.D.I. (Young) Pty. Limited holds a current Australian Financial Services Licence No: 306396 and is responsible for the financial services that Inland Insurance Brokers provides to you. J.D.I. (Young) Pty. Limited is also responsible for the content and distribution of this FSG. The distribution of this FSG by Inland Insurance Brokers is authorised by J.D.I. (Young) Pty. Limited.

**This FSG sets out the services that I 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 I offer you.
- how I and others are paid.
- any potential conflict of interest I 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**

I will provide you with further information whenever I provide you with advice, which takes into account your objectives, financial situation and needs. This information may include the advice that I 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 me to recommend an insurance policy for you, I will usually only consider the policies offered by the insurers or insurance providers that I deal with regularly. In giving you advice about the costs and terms of recommended policies I have not compared those policies to other policies available, other than from those insurers I deal with regularly.

#### **Product disclosure statement**

If I offer to arrange the issue of an insurance policy to you, I 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 policy.

#### **From when does this FSG apply?**

This FSG applies from 6<sup>th</sup> December 2016 and remains valid unless a further FSG is issued to replace it. I may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

#### **How can I instruct you?**

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

**Who is responsible for the financial services provided?** J.D.I. (Young) Pty. Limited is responsible for the financial services that will be provided to you and your family members, including the distribution of this FSG.

J.D.I. (Young) Pty. Limited holds a current Australian Financial Services Licence No: 306396. The contact details for J.D.I. (Young) Pty. Limited are on top 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?**

Inland Insurance Brokers is authorised to advise and deal in general insurance products to wholesale and/or retail clients under J.D.I. (Young) Pty. Limited's Australian Financial Service Licence. I will do this on behalf of your broker unless I tell you otherwise.

### **Will I receive tailored advice?**

So I can arrange insurance policies for you or to give you advice about your insurance needs I may or may not need information about your personal objectives and details of your current financial situation and any other relevant information. I will ask you for the details that I need to know. In some cases I will not ask for any of this information. If I do not ask, or if you do not give us all of the information I ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation. You should read the warnings contained in any SOA, or any other warnings that I give you, carefully before making any decision about an insurance policy.

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

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

J.D.I. (Young) Pty. Limited and I are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of J.D.I. (Young) Pty. Limited's privacy policy is available on request.

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

### **How will I pay for the services provided?**

Payment for the services I provide you are payable directly to J.D.I. (Young) Pty. Limited. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. J.D.I. (Young) Pty. Limited often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to J.D.I. (Young) Pty. Limited 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 J.D.I. (Young) Pty. Limited within the time set out on the invoice.

If there is a refund of premium owed to you because of a cancellation or alteration to a policy, I will retain any fee we have charged you. I may also retain commission depending on our arrangements with the insurer.

When you pay us your premium it will be banked J.D.I. (Young) Pty. Limited's trust account. J.D.I. (Young) Pty. Limited will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with J.D.I. (Young) Pty. Limited's arrangements with the insurer. J.D.I. (Young) Pty. Limited will earn interest on the premium while it is in their trust account or. J.D.I. (Young) Pty. Limited may invest the premium and earn a return. J.D.I. (Young) Pty. Limited 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?**

J.D.I. (Young) Pty. Limited's commission will be calculated based on the following formula:

$X = Y\% \times P$  In this formula: X = J.D.I. (Young) Pty. Limited's commission Y% = the percentage commission paid to J.D.I. (Young) Pty Ltd by the insurer. J.D.I. (Young) Pty. Limited's commission varies between 5% and 27%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount). I will receive 75% of J.D.I. (Young) Pty. Limited's commission and 100% of their administration fee.

J.D.I. (Young) Pty. Limited does not and I do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If J.D.I. (Young) Pty. Limited does, J.D.I. (Young) Pty. Limited will pay commissions to those people out of its commission or fees (not in addition to those amounts).

If I give you personal advice, I will inform you of any fees, commission or other payments I, my associates or anyone referring you to me (or me to any insurer) will receive in relation to the policies that are the subject of the advice. See below for information on the Steadfast association and commission.

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

J.D.I. (Young) Pty. Limited is a Steadfast Group Limited (**Steadfast**) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (**Partners**) under which Steadfast will receive between 0.5 - 1% commission for each product arranged by J.D.I. (Young) Pty. Limited with those Partners. Steadfast is also a shareholder of some Partners.

J.D.I. (Young) Pty Ltd may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).

As a Steadfast Network Broker J.D.I (Young) Pty. Limited has access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These member 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](http://www.steadfast.com.au)

If I arrange premium funding for you J.D.I. (Young) Pty. Limited may be paid a commission by the premium funder. I may also charge you a fee (or both). The commission that J.D.I. (Young) Pty. Limited 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 J.D.I. (Young) Pty. Limited becomes entitled to the commission JJ.D.I. (Young) Pty. Limited's commission rates for premium funding are in the range of 0% to 4% of funded premium.

When I arrange premium funding for you, you can ask us what commission rates J.D.I. (Young) Pty. Limited is paid for that funding arrangement compared to the other arrangements that were available to you. The amount of our commission and any fee that we charge will set out in the premium funding contract.

**What should I do if I have a complaint?**

1. Contact J.D.I. (Young) Pty. Limited and tell J.D.I. (Young) Pty. Limited about your complaint. J.D.I. (Young) Pty. Limited will do its best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 5 days, please contact John Dunk on 02 6382 7447 or put your complaint in writing and send it to him at the address noted at the beginning of this FSG. J.D.I. (Young) Pty. Limited will try to resolve your complaint quickly and fairly.
3. J.D.I. (Young) Pty. Limited is a member of the Financial Ombudsman Service (FOS). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to FOS. The FOS can be contacted at:  
Website: [www.fos.org.au](http://www.fos.org.au)

**What arrangements are in place to compensate clients for losses?**

J.D.I. (Young) Pty. Limited has a professional indemnity insurance policy (PI policy) in place. The PI policy covers J.D.I. (Young) Pty. Limited 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 will cover me for claims relating to the conduct of former representatives who no longer work for J.D.I. (Young) Pty. Limited.

**Any questions?**

If you have any further questions about the financial services Inland Insurance Brokers or J.D.I. (Young) Pty. Limited provides, please contact us.

Please retain this document for your reference and any future dealings with Inland Insurance Brokers or J.D.I. (Young) Pty. Limited.