

## FINANCIAL SERVICES GUIDE

This FSG is a guide containing important information about our relationships and associations and is intended to assist you in your decision whether to use any of our services, and includes information about:

- Who we are
- The services we are authorised to provide to you
- How we and our associates are remunerated
- Any potential conflict of interest we may have
- Our internal and external dispute resolution procedures and how you can access them

We are required to provide you with the information contained in this document if we are likely to deal on your behalf or provide you financial product advice.

### STATEMENT OF ADVICE

If we make a recommendation about which product is suitable for you, you will receive a Statement of Advice (SoA). The SoA contains our advice, the basis on which our advice is given and information about the remuneration we receive and any associations we have that may influence our advice.

### RECORD OF ADVICE

If you subsequently decide to take up further advice from us, we will produce and keep on our records a Record of Advice (RoA). You may request a copy of this advice by contacting your adviser, whose details are contained in this FSG, any time within a period of up to 7 years after the day on which the advice is given.

### PRODUCT DISCLOSURE STATEMENT

If we recommend that you acquire a financial product, or we assist you to apply for a product, we will give you a Product Disclosure Statement (PDS). The PDS explains the key features and benefits of the product, any significant risks, and the cost of the product and will help you make an informed decision about the financial product.

### THE FINANCIAL SERVICES REFERRED TO IN THIS FINANCIAL SERVICES GUIDE (FSG) ARE PROVIDED BY:

Marsh Advantage Insurance Pty Ltd  
("Marsh Advantage Insurance")  
ABN 31 081 358 303  
AFS Licence No.: 238369

Darling Park Tower 3  
201 Sussex Street, Sydney NSW 2000  
Tel: (02) 8864 8888  
Fax: (02) 8864 8800  
[www.marshadvantage.com.au](http://www.marshadvantage.com.au)

Jenny McLaughlin and Ian Lester  
Financial Services Pty Ltd are Authorised  
Representatives of Marsh Advantage  
Insurance.

Ian Lester Financial Services Pty Ltd  
ABN 83 060 526 178  
Authorised Representative No.  
268863  
PO Box 853  
Narellan NSW 2567  
Jenny McLaughlin  
Authorised Representative No.  
435351

Jenny McLaughlin is employed by Ian Lester  
Financial Services Pty Ltd and provides  
financial services on behalf of Marsh  
Advantage Insurance.  
PO Box 853  
Narellan NSW 2567  
02 4625 2255  
[jenny@ianlester.com.au](mailto:jenny@ianlester.com.au)

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## WHO IS MY ADVISER?

Your Adviser is Jenny McLaughlin who is employed by Ian Lester Financial Services Pty Ltd but acts as an authorised representative of Marsh Advantage Insurance Pty Ltd. Distribution of this FSG has been authorised by Marsh Advantage Insurance Pty Ltd. Jenny McLaughlin has the necessary skills and accreditation to provide the financial advice you require.

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## WHAT KINDS OF FINANCIAL SERVICES CAN YOU OFFER ME?

Jenny McLaughlin, Ian Lester Financial Services Pty Ltd and Marsh Advantage Insurance Pty Ltd can offer you the following financial services:

provide personal and general financial product advice about, and deal with, financial products.

These services can be provided in relation to the following financial products:

Life risk insurance products which include

- Personal life, disability & trauma insurance
- Estate planning
  - Personal income protection
  - Business expense insurance
  - Key person insurance
  - Business equity insurance
  - Employee benefits
- Superannuation
- Investment life insurance products

General insurance products (limited to personal accident and sickness policies)

Together with Marsh Advantage Insurance Pty Ltd, we act on your behalf when providing advice and services to you.

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## WHO DO YOU ACT FOR WHEN PROVIDING THE FINANCIAL SERVICE?

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## WHAT COMMISSIONS, FEES OR OTHER BENEFITS ARE RECEIVED FOR PROVIDING THE FINANCIAL SERVICES?

Marsh Advantage Insurance Pty Ltd receives a brokerage or a fee, or a combination of the two, from the life insurer when you first enter into the life insurance policy and each renewal. The rate of commission depends on the policy and may range from 0% to 110% of the premium in the first year and 0% - 30% of the premium in subsequent years.

Marsh Advantage Insurance pays Ian Lester Financial Services Pty Ltd a part of this commission for placing your insurance. The rate depends on the policy and may range from 63% to 92.5% of the commission.

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## WHAT RELATIONSHIPS OR ASSOCIATIONS EXIST WHICH MIGHT INFLUENCE YOU IN PROVIDING FINANCIAL SERVICES?

The remuneration paid to Jenny McLaughlin by Marsh Advantage Insurance and paid to Marsh Advantage Insurance by the insurer is calculated as a percentage of the premium (excluding taxes and charges).

You will not pay a fee unless one has been specifically negotiated and agreed between you and Ian Lester Financial Services Pty Ltd and/or your Adviser and in the event any fee is agreed, the fee will be paid to Marsh Advantage Insurance and may be shared with your Advisor.

If the remuneration we receive can be calculated at the time we advise you on appropriate products, the remuneration we receive on these products will be disclosed in the SoA. If the remuneration we receive cannot be calculated at this time, we will disclose our remuneration as soon as practicable. If we do not recommend a product to you and you do not receive a SoA, you may request further details of our remuneration within a reasonable time after receiving this FSG and before we provide any services to you.

Jenny McLaughlin is a salaried employee of Ian Lester Financial Services Pty Ltd and does not earn any commission.

Marsh Advantage Insurance's employees receive an annual salary which may include a bonus based on performance.

Marsh Advantage Insurance's representatives (including but not limited to its employees, Ian Lester Financial Services Pty Ltd and/or Jenny McLaughlin) may also from time to time receive incentives or bonuses from Marsh Advantage Insurance based on service, retention and increasing new business.

Marsh Advantage Insurance's representatives (including its employees, Ian Lester Financial Services Pty Ltd and/or Jenny McLaughlin) may also receive non-monetary benefits from insurers. This may include entertainment at sporting events, hospitality including lunches and attendance at 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 generally attributed to any particular product.

Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will tell you.

Marsh Advantage Insurance receives compensation from insurers for providing consulting, data analytics, or other services. The services are designed to improve the product offerings available to our broking clients, assist insurers in identifying new opportunities, and enhance insurers' operational efficiency. The scope and nature of the services vary by insurer and by geography. In Australia this compensation is paid in the form of a fixed fee. Where Marsh Advantage Insurance is involved in such arrangements, Marsh Advantage Insurance may be considered to have an incentive to place a broking client's insurance with these insurers. In order to control any potential conflict of interest arising from the provision of these services to insurers, Marsh Advantage Insurance employs and acts in accordance with its policies and procedures.

We will answer any questions you may have about the above and in particular our remuneration to ensure that you are clearly informed.

## WHAT SHOULD I DO IF I HAVE A COMPLAINT?

Contact Jenny McLaughlin in the first instance (using the contact details contained in this FSG) and inform them of your complaint. Alternatively, you may contact the Marsh Advantage Insurance Complaints Officer directly on (03) 9603 2338.

If your complaint is not resolved the matter will be referred to the Marsh Advantage Insurance Complaints Officer to investigate and take appropriate action. You will be advised within 15 working days of our decision. If the matter is complex and a longer period is required you will be informed.

If you are unhappy with the outcome, you can take your complaint to the Financial Ombudsman Service.

You can contact FOS on 1300 78 08 08 or e-mail [info@fos.org.au](mailto:info@fos.org.au).

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## COMPENSATION ARRANGEMENTS

In accordance with s912B of the Corporations Act, Marsh Advantage Insurance holds professional indemnity insurance which may cover claims arising out of the conduct of Marsh Advantage Insurance, its employees and representatives in the provision of financial services by Marsh Advantage Insurance. The policy also covers Marsh Advantage Insurance (subject to its terms and conditions) for work done for Marsh Advantage Insurance by employees and representatives who no longer work for Marsh Advantage Insurance (but who did at the time of the relevant conduct). In some instance our authorised representatives may hold their own insurance for this purpose.

Jenny McLaughlin maintains a record of your personal insurance profile including details of your objectives, financial situation and needs. Also maintained, are records of any recommendations made to you.

Marsh Advantage Insurance is committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

If you wish to examine your file please ask. We will make arrangements for you to do so.

Jenny McLaughlin, Ian Lester Financial Services Pty Ltd and Marsh Advantage Insurance Pty Ltd are committed to protecting your privacy.

We use the information you provide to advise on and arrange your life insurance. Jenny McLaughlin and Ian Lester Financial Services Pty Ltd only provides this information to Marsh Advantage Insurance, the insurers and other insurance intermediaries involved in arranging your insurance. We do not trade, rent or sell your information.

For details on how Marsh Advantage Insurance manages your personal information in accordance with the NPP's, go to our Privacy Statement available on [www.marshadvantage.com.au](http://www.marshadvantage.com.au); or contact

### **Privacy Officer**

Marsh Advantage Insurance Pty Ltd  
PO Box H176  
Australia Square NSW 1215  
Telephone: 02 8864 8888  
Facsimile: 02 8864 8800  
E-mail: [privacy.australia@marshadvantage.com](mailto:privacy.australia@marshadvantage.com)

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## WHAT INFORMATION DO YOU MAINTAIN IN MY FILE, AND CAN I EXAMINE MY FILE?