



acs
FINANCIAL

**Financial
Services
Guide**



ACC Insurance & Protection Program

This Financial Services Guide (FSG) is dated 23 March 2020 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 Capital Trust (ABN 91 332 765 503) ("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.

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.

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 or fax (03) 9811 6466. Further details below.

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.

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 associated with ACC Directorate (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 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 (go to Customer Support>ACS Complaints Process) 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 AFCA (Australian Financial Complaints Authority - ABN 38 620 494 340). AFCA can be contacted on 1800 931 678 or through their website, www.afca.org.au

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 (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 Capital Trust

ACN 062 448 122, ABN 91 332 765 503, AFSL 247388

431 Canterbury Road, Surrey Hills, VIC, 3127

Ph: (03) 9811 9811

Fax: (03) 9811 6466

Email: insuranceservices@acsfinancial.com.au

Web: www.acsfinancial.com.au

and the authorised representatives listed in Schedule 1 below.

Schedule 1

Authorised Representative name	Number
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TRP INSURANCE SERVICES PTY LTD	425649
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ATF JMR FAMILY TRUST	
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The distribution of this FSG is authorised by ACS Financial.

03/2020