



PO Box 8054,  
Baulkham Hills BC 2153  
Phone: (02) 9407 8000

Email: mybroker@knightsguard.com.au  
www.knightsguard.com.au  
A.B.N. 35 003 084 311

## RENEWAL- INVOICE

Quality Covers Pty Ltd  
P O Box 648  
GLEBE NSW 2037

Date 24-Mar-2018  
Invoice Number 099763  
Sales Team Business  
Service Team John Knights

Thank you for using our services to arrange this insurance policy. **Payment of the premium in full within 7 days will ensure that you remain covered.**

This document is prepared only as a summary of your insurance. All policy terms, conditions and exclusions are fully described in your policy document. Please read carefully the Important Notices attached regarding your Duty of Disclosure and Privacy. Should you have any questions, please contact us.

Type of Policy	BUSINESS INSURANCE PACKAGE
Insured	Quality Covers Pty Ltd
Interests Insured	As per schedule
Insurer	CGU Insurance Limited (Sunrise) ABN: 27 004 478 371 G P O Box 244 SYDNEY NSW 2001
Policy Number	15T8223034
Period of Insurance	31/03/2018 to 31/03/2019

This document converts to a **Tax Invoice** for GST when you have made your payment.

In the event of policy cancellation before the expiry of the period of insurance, **we will refund to you only the nett return premium we receive from the insurer. Fees may also be charged for the cancellation.**

### PREMIUM SUMMARY

PREMIUM	FSL	POLICY FEE	STAMP DUTY	BROKER FEE	GST	TOTAL DUE
\$1,167.18	\$ 0.00	\$ 0.00	\$ 5.55	\$ 151.41	\$ 131.86	\$1,456.00



To ensure continuity of cover, please detach and return this portion with your payment (OR - **Direct deposit: BSB 332-084 Account: 553309016-ALWAYS show invoice number. - VISA/Mastercard also accepted**)

**Knights Guard Pty Limited**  
Business Insurance Division  
P O Box 8054  
BAULKHAM HILLS BC NSW 2153

Date: 24-Mar-2018  
Invoice #: 099763  
Client: Quality Covers Pty Ltd

CARD (please TICK) Mastercard  Visa

**Total Due: \$1,456.00**

CARD NO 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

CARDHOLDERS NAME \_\_\_\_\_ EXPIRY \_\_\_\_ / \_\_\_\_

CARDHOLDERS SIGNATURE \_\_\_\_\_

If payment is made by credit card you will incur a 1.5% credit card fee of \$ 21.84 which is in addition to the Total Amount Due above.



**POLICY PARTICULARS:**

Notes:

**POLICY PARTICULARS:**

BUSINESS INSURANCE

Insured Name - Quality Covers Pty Ltd

---

POLICY PREMIUM SUMMARY BY INSURANCE CLASS

Section	Total Premium
1 Property	Not Insured
2 Business Interruption	Not Insured
3 Part A Theft of Property	\$67.23
Part B Money	Not Insured
4 Glass	Not Insured
5 Public Liability	\$710.72
Products Liability	\$511.50
6 Employee Dishonesty	Not Insured
7 Machinery	Not Insured
Pressure Equipment	Not Insured
Goods in Cold Chambers	Not Insured
8 Part A Computer Systems /	
Electronic Equipment	Not Insured
Part B Business Interruption	Not Insured
9 General Property	Not Insured
10 Taxation Investigation	Not Insured

---

COVER DETAILS

STEADFAST BUSINESS INSURANCE PACKAGE

---

STEADFAST BUSINESS INSURANCE

SECTION 3 - THEFT & MONEY

Situation 1 - 36 Stratheden Avenue, BEAUMONT HILLS NSW 2155  
 Premises 1 - Building 1

Occupied As - CANVAS GOODS MANUFACTURING

	SUM INSURED
	-----
Part A - Theft of Property	
Contents other than Specified Items listed	
below	\$2,000
Excess      \$400	

---



SECTION 5 - LIABILITY

	LIMIT OF INDEMNITY -----
Public Liability	
The Business - Canvas Goods Manufacturing	
Limit of Indemnity	\$20,000,000
Property in Physical or Legal Control	\$250,000
Products Liability	
Limit of Indemnity	\$20,000,000
Property Damage Excess	\$500
Property in Physical or Legal Control	
Excess	\$500

---

POLICY VARIATIONS AND EXTENSIONS

STEADFAST BUSINESS INSURANCE PACKAGE

The STEADFAST Business Insurance Package Wording applies to this policy.

Variations and Extensions may apply to this policy. These Variations and Extensions may be noted under the relevant Policy Section of this Schedule and/or detailed below.

Policy Variations & Extensions:

---

IMPORTANT NOTICES

Policy Amendments

These amendments should be read in conjunction with your policy booklet as the terms described now form part of your policy.

NSW INSURANCE DUTY EXEMPTION

You have declared to us that you are a small business eligible for the exemption from the requirement to pay insurance duty on certain types of insurance under section 259B of the Duties Act 1997 (NSW). We have removed the duty from your policy accordingly.

THE WAY WE HANDLE YOUR PERSONAL INFORMATION

We collect personal information from you for the purpose of providing you with insurance products, services, processing and assessing claims.

You can choose not to provide this information, however, we



may not be able to process your requests.

We may disclose information we hold about you to other insurers, an insurance reference service or as required by law. In the event of a claim, we may disclose information to and/or collect additional information about you from investigators or legal advisors.

If you wish to update or access the information we hold about you, contact us.

#### WORKERS COMPENSATION

Workers Compensation Insurance is compulsory if you have employees. Separate cover can be arranged in those states where legislation permits.

#### CHANGE OF INSURER - ENDORSEMENT:

This endorsement is dated 01 August 2017 and will apply to all policies taken out, or with a renewal effective date, on or after this date.

The information in this endorsement should be read with the last Policy You received for the Policy specified in your Policy Schedule and any other applicable endorsement.

Changes to your Policy:

Your Policy is amended by the following:

Change 1: Change to details of CGU Insurance Limited ABN 27 004 478 371 AFS Licence No. 238291

All references to "CGU Insurance Limited ABN 27 004 478 371 AFS Licence No. 238291" are deleted and replaced by "Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance".

Change 2: Change to details of CGU Insurance Limited

All references to "CGU Insurance Limited" are deleted and replaced by "Insurance Australia Limited trading as CGU Insurance".

Insurer

Insurance Australia Limited

ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance



## **Important Notices – Version 2.1**

### **Your Duty of Disclosure**

Before you enter into a contract of general insurance with an Insurer, you have a duty under the Insurance Contracts Act 1984 to disclose to the Insurer every matter that you know, or could reasonably expect to know, is relevant to the Insurer's decision whether to accept the risk of Insurance and if so, on what terms. You have the same duty to disclose those matters to the Insurer before you renew, extend, vary or reinstate a Contract of General Insurance. Your duty however does not require disclosure of matter.

- that diminishes the risk to be undertaken by the Insurer;
- that is common knowledge;
- that your Insurer knows or, in the ordinary course of business, ought to know; and
- as to which the compliance with your duty is waived by the Insurer.

### **Non-Disclosure**

If you fail to comply with your duty of disclosure, the Insurer may be entitled to reduce the liability under the Contract in respect of a claim or may cancel the Contract. If your non-disclosure is fraudulent, the Insurer may also have the option of avoiding the Contract from its beginning.

### **Disputes**

Clients who are not fully satisfied with our services should contact our Customer Service/Complaints Officer first. Knights Guard Insurance Broking is a member of the Financial Ombudsmen Service Australia (FOS). If your complaint can not be resolved to your satisfaction by us you have the right to refer the matter to the FOS. The FOS can be contacted as below.

PO Box 3, Melbourne VIC 3001 or  
Level 12, 717 Bourke St, Melbourne VIC 3000  
P: 1800 367 287  
F: (03) 9613 6399  
E: [info@fos.org.au](mailto:info@fos.org.au)  
W: [www.fos.org.au](http://www.fos.org.au).

### **Privacy**

Knights Guard Pty are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We provide your information to insurance companies and agents that provide insurance quotes and offer insurance terms to you or the companies that deal with your insurance claim (such as loss assessors and claims administrators). Your information may be given to an overseas insurer (like Lloyd's of London) if we are seeking insurance terms from an overseas insurer, or to reinsurers who are located overseas. We will try to tell you where those companies are located at the time of advising you. We do not trade, rent or sell your information.

If you don't provide us with full information, we can't properly advise you, seek insurance terms for you, or assist with claims and you could breach your duty of disclosure.

For more information about how to access the personal information we hold about you and how to have the information corrected and how to complain if you think we have breached the privacy laws, ask us for a copy of our Privacy Policy or visit our website [www.knightsguard.com.au](http://www.knightsguard.com.au).

### **Workers Compensation**

This insurance policy does not include Workers Compensation coverage. If you employ staff or have a Pty Ltd company and pay over \$7,500 in wages you are required by law to have a Workers Compensation policy. You may also be responsible to cover contractors used by your business for Workers Compensation. For all other changes please refer to your state Workers Compensation Act. If you wish to discuss your coverage please contact our office.

### **Cancellation Conditions**

Knights Guard Pty Ltd do not refund broker fees charged and earned commissions received upon the cancellation of this policy. Pro rata earned commissions will show as a broker fee on your cancellation invoice. If your policy is cancelled within the first 14 days of inception a full refund will be provided upon written confirmation of your intent to cancel this policy. If you have premium funded this policy additional cancellation fees may also apply. The insurer may also charge their own cancellation fee.

### **Electronic Delivery of Disclosure Notices**

Please note that where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you electronically, via email or links to websites etc. If you have provided your email address to us we will typically use that email address for all correspondence and disclosure notices. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

### **Retail Clients**

Under the Corporations Act 2001 Retail Clients are provided with additional levels of protection from other insurance purchasers. The Act defines Retail Clients as:

- Individuals or a small manufacturing business employing less than 100 people or any other business employing less than 20 people.

and that are being provided a financial service or product that relates to the following insurance covers:

Motor Vehicle (under 2 tonne), Home Building, Contents, Personal and Domestic, Sickness and Accident, Travel, Consumer Credit and other classes as prescribed by regulations.



**Important Notice - What Advice Is Being Provided (Retail Clients)**

If you are a Retail Client (refer above) and a Statement of Advice (SOA) has not been provided to you with this invoice then the advice that we are giving you related to this policy is General Advice. General Advice is advice that has been prepared without considering your current objectives, financial situation or needs. Therefore before acting on this advice, you should consider the appropriateness of the advice having regard to your current objectives, financial situation or needs. If the advice provided relates to the acquisition or possible acquisition of a new insurance policy you should consider reading the Product Disclosure Statement (PDS) provided prior to making the decision to purchase this product. Information regarding the income we have been paid by the Insurer for this transaction is available upon request.

**Errors & Omissions**

Please refer to your Policy Wording for precise definitions of covers, benefits and exclusions in relation to this policy. Please also check the policy schedule to make sure that all the information is correct. If there are any variances or discrepancies please contact our office immediately as this could affect your coverage.



## **Financial Services Guide (Version 5.1)**

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

**Knights Guard Pty Ltd, ABN: 35 003 084 311**

**Suite 209B/12 Century Cct, Baulkham Hills NSW 2153**

**P: (02) 9407 8000**

**E: [mybroker@knightsguard.com.au](mailto:mybroker@knightsguard.com.au)**

This FSG sets out the services that we 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 we offer you.
- how we and others are paid.
- any potential conflict of interest we may have.
- our internal and external dispute resolution procedures and how you can access them.
- arrangements we have in place to compensate clients for losses.

---

### **Further information when personal advice is given**

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

---

### **Product disclosure statement**

If we offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a Product Disclosure Statement (PDS), unless you already have an up to date PDS. 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 12/01/2016 and remains valid unless a further FSG is issued to replace it. We 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 us to give us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.

---

### **Who is responsible for the Financial Services provided?**

Knights Guard Pty Ltd is responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG.

Knights Guard Pty Ltd holds a current Australian Financial Services Licensee No: 253197. The contact details for Knights Guard Pty Ltd are on the front 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?**

Knights Guard Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients. We will do this for you as your broker unless we tell you otherwise.

We can advise and arrange a broad range of Insurance Products which include: Home Building & Contents, Private & Commercial Motor, Boat, Farm and Rural, Business Packages, Construction, Liability, Industrial and Professional Packages, Marine & Transit, Personal Accident/Sickness, Strata, Travel, Builders Warranty and Workers Compensation.

---

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



Maybe not in all cases. However, we may need information about your personal objectives, details of your current financial situation and any relevant information, so that we can arrange insurance policies for you, or issue insurance policies to you or to give you advice about your insurance needs. We will ask you for the details that we need to know.

In some cases we will not ask for any of this information. If we do not ask, or if you do not give us all of the information we 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 we give you, carefully before making any decision about an insurance policy.

Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances, or upon renewal of your insurances.

---

#### **Contractual Liability and your Insurance Cover**

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

---

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

We maintain a record of your personal profile, including details of insurance policies that we arrange or issue for you. We may also maintain records of any recommendations or advice given to you. We will retain this FSG and any other FSG given to you as well as any SOA or PDS that we give or pass on to you for the period required by law.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. A copy is also available on our website, [www.knightsguard.com.au](http://www.knightsguard.com.au)

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

---

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

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in some cases we will also charge you a fee. These will all be shown on the invoice that we send you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy, or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in our commission.

When you pay us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while it is in our trust account or we may invest the premium and earn a return. We 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 Service?**

Our commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 30%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any fees that we charge you will be according to our standard scale and reflect the level of work undertaken.

We do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 0% to 20% of our commission or fees.

Our Employees/Authorised Representatives that will assist you with your insurance needs will be paid a market salary. In some cases our Employees/Authorised Representatives will be paid purely on a commission and/or fee structure including bonuses up to a maximum of 75% of our commission and fee. In all cases we recommend the cheapest comparable product to you regardless of our varied remuneration structures.





Please note that all Authorised Representatives noted under our licence are deemed to be our employees. Our Authorised Representatives are noted as such for compliance and remuneration purposes only.

If we give you personal advice, we will inform you of any fees, commission or other payments we, our associates or anyone referring you to us (or us 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?**

Knights Guard Pty Ltd 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 - 2.0% commission for each product arranged by us with those Partners. Steadfast is also a shareholder of some Partners.

We 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 we have 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 we arrange premium funding for you we may be paid a commission by the premium funder. 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 government fees or changes). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 0% to 3% of funded premium. When we arrange premium funding for you, you can ask us what commission rates we are 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?**

Contact us and tell us about your complaint. We will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 20 days, please contact John Knights on (02) 9407 8000 or put your complaint in writing and send it to him at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.

Knights Guard Pty Ltd is a member of the Financial Ombudsman Service Australia (**FOS**). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to the FOS. The FOS can be contacted at:

Street Address: Financial Ombudsman Service Australia, Level 12, 717 Bourke Street, Docklands 3008

Mailing address - Financial Ombudsman Service Australia, GPO Box 3, Melbourne, VIC 3001

P: 1800 367 287

F: 03 9613 6399

E: [info@fos.org.au](mailto:info@fos.org.au)

W: [www.fos.org.au](http://www.fos.org.au)

---

**What arrangements do you have in place to compensate clients for losses?**

Knights Guard Pty Ltd has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers us and our representatives (including our authorised representatives) for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives in the provision of financial services.

Our PI policy will cover us for claims relating to the conduct of representatives who no longer work for us.

---

**Any questions?**

If you have any further questions about the financial services Knights Guard Pty Ltd provides, please contact us. Please retain this document for your reference and any future dealings with Knights Guard Pty Ltd.