

**MCCARROLL'S OF MOSS VALE PTY LTD
FINANCIAL SERVICES GUIDE**

About This Financial Services Guide

This Financial Services Guide is designed to assist you in deciding whether to use the financial services we provide. It explains the kinds of financial services we offer. It also contains general information about who we are, how we are paid and how to make a complaint.

- Part 1 – contains information about us and the services we can provide to you; and
- Part 2 – contains information relevant to the Australian Financial Services Licensee(s) on whose behalf we act in relation to the product(s) we may assist you with and recommend.

Other Documents You May Receive

You may also receive one or more **Product Disclosure Statements (PDSs)** if we recommend that you acquire a policy or offer to arrange for a policy to be issued to you. The PDS contains information about the significant benefits and features of the insurance policy and of the rights, terms and conditions attaching to the policy. It is aimed at assisting you to compare insurance products so that you can make an informed choice about whether to acquire the product.

Financial Services Guide Part 1

Our Services

MCCARROLL'S OF MOSS VALE PTY LTD
ABN: 60 003 411 210

Authorised Representative No: 244074

Address: 42-54 PACIFIC HIGHWAY
WAITARA
NSW 2077

Phone: 02 9482 0388 Fax: 02 9482 1033

Email: markg@mccarrolls.com.au

Our Office Hours Are: 9.00am to 5.00pm Monday to Friday

Trading as:

MCCARROLL AUTOMOTIVE GROUP	V3659022NSW
Lexus of Newcastle	V0243131NSW
MCCARROLLS ALFA ROMEO	BN98308281NSW
LEXUS OF CHATSWOOD	U8050742NSW
MCCARROLL'S VOLKSWAGEN	BN98042145NSW
PHIL MCCARROLL TOYOTA	L0282714NSW
MCCARROLLS HYUNDAI	BN98372335NSW

We are Authorised Representatives of the Licensee(s) detailed in this FSG under Part 2. We are authorised to provide the types of services listed in that part on their behalf and act as their agent.
This Financial Service Guide was prepared on 03 March 2011 and is authorised, by our Licensees, for distribution.
Please contact us if we can be of any further assistance in helping you to complete your current insurance needs.

Your questions	Our Answers
What services do we offer?	We can offer you a wide range of services and access to insurance products to meet your insurance needs and financial requirements. Please refer to Part 2: Our Products at a Glance.
How are we paid?	<p>We receive commission from our Licensees. The commission is a percentage of the premium paid by you, less any taxes or government charges and is detailed in Part 2 of this FSG. Commission may also be paid when you renew or vary your insurance.</p> <p>Where a third party has referred you to us, we may share with them a part of the commission we earn. Any commission we pay to a referrer is at no extra cost to you and is detailed in Part 2 of this FSG.</p> <p>We may also charge a fee for our services to you. Any fee we charge is an additional cost to you and is detailed in Part 2 of this FSG.</p> <p>Part 2 sets out more detailed information regarding our remuneration, including</p>

	<p>commission, from each of our Licensees and associated business partners. If you require more detailed information on our fees or remuneration, please ask.</p> <p>Our staff are paid a salary for their services and may also receive bonuses based on the volume of sales of all financial products over a period. Our Licensee(s) and product issuers may provide other benefits, such as profit sharing arrangements, business related conferences, study trips or other functions. We (including our directors, staff and subcontractors) may also be eligible to qualify for other benefits such as awards or hospitality events. These are provided to us at no additional cost to you.</p>
<p>What advice and information will we give you?</p>	<p>The advice we provide to you is of a general nature only and has not taken your personal needs, objectives or financial situation into account. We therefore recommend that you carefully read the Product Disclosure Statement and Policy documentation provided by the Insurer and any other information before making your decision.</p>
<p>What happens if you have a complaint or dispute?</p>	<p>If you have a complaint or dispute, about the financial services we provide, please contact us using the contact details on page 1. We will attempt to resolve the issue but, we will also promptly refer it to the relevant Licensee. All Licensees have internal dispute resolution procedures and are required to be a member of an ASIC approved External Dispute Resolution Service ("EDRS"). If we or the Licensee is unable to resolve your complaint internally it will be referred to the EDRS and it may be able to resolve the complaint or dispute.</p>

**Financial Services Guide Part 2
Our Licensees and Products**

We act as the agent of each of these Licensees referred to in this document and not as your agent. Each of our Licensees acts for itself when we provide the authorised financial services on its behalf.

Further information on our relationship with each of our Licensees is set out in the following pages.

Our Products at a Glance

What products are we authorised to provide?	Our authorising Licensee(s)	Commission Payable (% of premiums paid ,net of tax, govt charges)
Car Tyre and Rim Insurance	AGI	Up to 20%
Consumer credit insurance	AGI, Swann	Up to 20%
Consumer credit insurance (business purpose)	AGI	Up to 50%
	Swann	Up to 40%
Gap Cover Insurance	Swann	Up to 55%
	AGI	Up to 50%
Motor vehicle insurance	Swann	Up to 50%
	AGI	Up to 20%
Warranty Insurance	AVEA	Up to 65%
	AGI	Up to 50%

Who is the Licensee?	<p>Automotive Global Insurance Pty Limited (AGI) AFS License No: 239678 We will generally refer to them as Insurer. Automotive Global Insurance Pty Ltd and our authorising licensee[s] has in place professional indemnity insurance (subject to terms and conditions) relating to errors and omissions arising from advice provided by our representatives, past or present. If you require further information regarding our professional indemnity insurance, please contact the Compliance Officer.</p>
How do you contact them?	<p>Phone: (02) 9870 0212 Fax: (02) 9877 0277 Email: crobinson@agi.net.au Address: Level 3, Suit 3C, 16 Bridge Street , Epping, NSW, 2121</p>
Authorised Financial Services	<p>On behalf of the Insurer and in accordance with the terms of our agreement with them, we are authorised to do the following.</p> <p style="text-align: center;">issue, apply for, acquire, vary or dispose of the financial products listed in this Part 2. There is no binding authority which means that only the product issuer can agree to issue, vary or dispose of these products.</p> <p>We are authorised to provide general financial product advice (but not personal financial product advice) in relation to the financial products listed in this Part 2.</p>
Associations or Relationships	<p>In providing these products AGI acts as an agent of QBE Insurance (Australia) Limited ("QBE").</p> <p>AGI receive remuneration from QBE Insurance (Australia) Limited, in the form of an expense allowance, to cover the costs of providing the service. In addition, AGI may receive profit share payments at the end of each calendar year based upon the overall performance of the portfolio of business.</p> <p>AGI may charge a policy administration fee, this fee will be clearly noted on your invoice. You can obtain further information by contacting AGI within 7 days of receiving this Financial Services Guide.</p> <p>AG receives remuneration from QBE Insurance (Australia) Limited, in the form of an expense allowance, to cover the costs of providing the service. In addition, AG may receive profit share payments from QBE at the end of each calendar year based upon the overall performance of the portfolio of business.</p> <p>AG may charge a policy administration fee, this fee will be clearly noted on your invoice. You can obtain further information by contacting AG within 7 days of receiving this FSG.</p>
Other Remuneration, Commission and Benefits	<p>The sale of these products also contribute to a travel incentive that the representative may receive subject to certain terms and conditions. The travel incentive is calculated such that the representative may receive between \$1 and \$4 worth of points per policy sold (excluding Consumer Credit Insurance), depending on the class of policy.</p>
Commission	<p>Authorised representatives of AGI are paid commissions. These commissions will vary (refer to commission section).</p>

Who is the Licensee?	<p>AVEA Insurance Limited (AVEA) AFS License No: 238279 We will generally refer to them as Insurer. AVEA Insurance Limited is pleased to have appointed this Authorised Representative to act on our behalf in providing you, the customer, with our products in accordance with the terms as stated below.</p>
How do you contact them?	<p>Phone: 03 8878 1899 Fax: 03 8878 1880 Email: aveainsurance@avea.com.au Address: 60 Terracotta Drive, Nunawading, VIC, 3131</p>

<p>Authorised Financial Services</p>	<p>On behalf of the Insurer and in accordance with the terms of our agreement with them, we are authorised to do the following.</p> <p>issue, apply for, acquire, vary or dispose of the financial products listed in this Part 2. There is no binding authority which means that only the product issuer can agree to issue, vary or dispose of these products.</p> <p>We are authorised to provide general financial product advice (but not personal financial product advice) in relation to the financial products listed in this Part 2.</p>
<p>Associations or Relationships</p>	<p>In respect to Consumer Credit Insurance, AVEA Insurance Limited provides life insurance on behalf of AIA Australia. In doing so, AVEA Limited acts under its own AFS Licence.</p> <p>Fortron Insurance Group Limited underwrites the badged products supplied by: All States Warranty Network Pty Ltd (ASWN) ABN 86 065 321 397</p>
<p>Other Remuneration, Commission and Benefits</p>	<p>We may also receive additional remuneration and or other benefits from AVEA Insurance Limited or contractors associated with the marketing of the AVEA Insurance Limited products. This additional remuneration may be based on volume or on profit that is earned on each product that we generate, our achievement of agreed sales targets and or market forces within the industry. This additional remuneration if earned may be paid periodically and will not exceed 25% of the total amount that you pay.</p> <p>We may also be provided with other benefits such as materials and services to assist in the sale, marketing and promotion of AVEA insurance products. Such benefits may be in the form of discounted or free entertainment, sales and product training for our staff to provide them with the necessary expertise to sell AVEA insurance products, point of sale marketing materials and financial contributions to cover the cost of marketing and advertising campaigns. These other benefits may be provided to us by AVEA Insurance Limited or contractors associated with the marketing of the AVEA Insurance Limited products in their absolute discretion.</p> <p>In addition to their salary, we may share or pass on a proportion of the additional remuneration or other benefits to our authorised sales staff.</p> <p>We may engage sub-contractors to carry out the Authorised services, either from time to time or on a permanent basis. The sub-contractor may be remunerated either on a fixed salary, at a rate related to their sales targets or a combination of salary plus sales related bonus.</p>
<p>Commission</p>	<p>We may receive payment at the rates in the table displayed below. The rate is applied to the total amount you pay for each product (including premium, GST and government charges).</p>

<p>Who is the Licensee?</p>	<p>Swann Insurance (Aust) Pty Ltd (Swann) AFS License No: 238292 We will generally refer to them as Insurer. The Insurer is an APRA regulated licensee. While this means that the Insurer is exempt from the need to have ASIC approved professional indemnity insurance, the Insurer holds adequate professional indemnity insurance.</p>
<p>How do you contact them?</p>	<p>Phone: 03 9279 5000 Address: 181 William Street, Melbourne, VIC, 3000</p>
<p>Authorised Financial Services</p>	<p>On behalf of the Insurer and in accordance with the terms of our agreement with them, we are authorised to do the following.</p> <p>arrange for the application for, acquisition, issue, variation or disposal of the financial products listed in this Part 2. There is no binding authority which means that only the product issuer can agree to issue, vary or dispose of these products.</p> <p>We are authorised to provide general financial product advice (but not personal financial product advice) in relation to the financial products listed in this Part 2.</p>

Other Remuneration, Commission and Benefits

Other Remuneration, Commissions and Benefits

We may also receive a volume bonus or additional commission from Swann Insurance as stated in Part 1 of this FSG. This may be a percentage of the net premium or an agreed dollar amount (the net premium is the premium less stamp duty, fire services levy (where applicable), GST and any other government charges, taxes, fees and levies). This volume bonus is based on the profit Swann Insurance earns from each product and the volume of business we generate, our achievement of agreed sales targets and market forces within the industry. All these factors may vary from time to time. The volume bonus is earned and paid periodically and will not exceed 25% of the premium.

We may receive other benefits from Swann Insurance such as materials, services and/or payments to assist in the sale, marketing and promotion of Swann Insurance products. This benefit may be in the form of sales and product training for our staff to provide them with the necessary expertise to sell the products, point of sale marketing materials and financial contributions to cover the cost of advertising, printing and computer equipment.

We may participate in sales incentive schemes, competitions or promotions from time to time or on an ongoing basis.

We may participate in an ongoing incentive scheme for the sale of Gap policies. The Gap incentive program is operated and administered by Swann Insurance and where applicable, pays credits which may be redeemed through designated retail stores. Swann pays all relevant taxes on each benefit provided directly to the Australian Taxation Office. Each credit is equal to no more than \$49 per policy sold.

In addition to their salary, we may share or pass on a proportion of the commission, volume bonus and sales incentives to our authorised sales staff. Such payments will not exceed the amounts paid to us by Swann Insurance.

We may engage sub-contractors to carry out the Authorised Services, either from time to time or on a permanent basis. The subcontractor may be remunerated either on a fixed salary, at a rate related to their sales targets or a combination of salary plus sales related bonus. Such payments would not exceed the amounts paid to us by Swann Insurance.