



Financial Services Guide

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

Landcover Pty Ltd as trustees for The Landcover Trust
Trading as Landcover
ABN: 67 119 345 461

Registered Office: 56 Fullarton Road, Norwood, SA 5067

Postal Address: PO Box 7007, Hutt Street, Adelaide 5000
Telephone: (08) 8419 4000 or 1300 LANDCOVER
Email: support@landcover.com.au

Landcover Pty Ltd is the authorised representative of:

Multi-Functional Policies Pty Ltd
Trading as MFP Insurance Brokers
ABN: 88 054 829 999

Registered Office: 56 Fullarton Road, Norwood, SA 5067

Telephone: (08) 8419 4000
Email: info@mfpins.com

Multi-Functional Policies Pty Ltd holds a current Australian Financial Services Licence No: 241685 and is responsible for the financial services that Landcover Pty Ltd provides to you. Landcover Pty Ltd's Authorised Representative No is 311341. Multi-Functional Policies Pty Ltd is also responsible for the content and distribution of this FSG. The distribution of this FSG by Landcover Pty Ltd is authorised by Multi-Functional Policies Pty Ltd.

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 assess them.
- Arrangements that are 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 me/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 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 1st April 2021 (replacing FSG dated 1st December 2019) 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 me/us to give me/us instructions by post, phone, or email on the contact number or details mentioned on page 1 of this FSG.

Who is responsible for the Financial services provided?

Multi-Functional Policies 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.

Multi-Functional Policies Pty Ltd holds a current Australian Financial Services Licensee No: 241685. The contact details for Multi-Functional Policies 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?

Landcover Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients under Multi-Functional Policies Pty Ltd's Australian Financial Service Licence. We will do this on behalf of your broker unless We tell you otherwise.

Sometimes We will act under a binder or agency Multi-Functional Policies Pty Ltd has from an Insurer. When We act under a binder or agency, We will be acting as an agent of the Insurer. This means that We represent and act for the Insurer, not for you. We will tell you when We act under a binder or agency to arrange your insurance or advise you about your insurance needs.

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, 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 the information We ask for, any advice you received 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.

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?

Multi-Functional Policies Pty Ltd maintains a record of your personal profile, including details of insurance policies that We arrange or issue for you. Multi-Functional Policies Pty Ltd may also maintain records of any recommendations or advice given to you.

Multi-Functional Policies Pty Ltd 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.

Multi-Functional Policies Pty Ltd is and We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of Multi-Functional Policies Pty Ltd's privacy policy is available on request.

A copy is also available on Multi-Functional Policies Pty Ltd's website, www.mfpins.com.

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

How will I pay for the services provided?

Payment for the services we provide to you are payable directly to Multi-Functional Policies Pty. Ltd. For the Landcover Insurance Product, the insurer will charge a premium that includes any relevant taxes, charges and levies.

Multi-Functional Policies Pty. Ltd. does not receive a payment called commission from the insurer for Landcover Insurance products issued to you.

You will however be charged a fee. These will all be shown on the insurance certificate issued to you from the Landcover website or set out in the invoice sent to you.

You can choose to pay for our services by any of the payment methods available on the Landcover website or those set out in the invoice.

Landcover products are issued on the basis that the premium and fee are minimum charges to you and are non-refundable as a result of cancellation or alteration to a policy other than provided for under the Cooling Off provision of the insurance policy.

When you pay us your premium it will be banked into Multi-Functional Policies Pty Ltd's trust account. Multi-Functional Policies Pty Ltd will remit the premium you pay us to the insurer in accordance with Multi-Functional Policies Pty Ltd's arrangements with the insurer. Multi-Functional Policies Pty Ltd will earn interest on the premium while it is in their trust account or Multi-Functional Policies Pty Ltd may invest the premium and earn a return. Multi-Functional Policies Pty Ltd 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?

The fee that Multi-Functional Policies Pty Ltd charge you will be based upon the cost of providing and administering the Landcover website (landcover.com.au) and the time we spend providing you with the advisory services and will vary depending on the complexity of those requirements.

Multi-Functional Policies Pty Ltd may also pay a fee in the range of \$0 to \$20.00 or benefit to others who refer you to Landcover Pty Ltd. Any fees paid to Landcover or others are paid out of the fee you paid (not in addition to that amount).

Our employees that will assist you with your insurance needs will be paid a market salary. There is no credit card charge to you when we provide this payment option.

If we hold your money in trust pending payment to the insurer, we will also receive the interest earned. If We give you personal advice, We will inform you of any fees, commission or other payments We, my/our associates or anyone referring you to me/us (or me/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?

Multi-Functional Policies Pty Ltd is a Steadfast Group Limited (Steadfast) Network Broker. Steadfast has exclusive arrangements with some insurers under which Steadfast will receive between 0.5 – 1% commission for each product arranged by Multi-Functional Policies Pty Ltd. Steadfast may also be a shareholder of some insurers.

Multi-Functional Policies 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, Multi-Functional Policies Pty Ltd 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.

What should I do if I have a complaint?

1. Contact Multi-Functional Policies Pty Ltd and tell Multi-Functional Policies Pty Ltd about your complaint. Multi-Functional Policies Pty Ltd will do its best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 10 days, please contact Landcover support on 1300Landcover or put your complaint in writing and send it to Landcover support at the address noted at the beginning of this FSG. Multi-Functional Policies Pty Ltd will try to resolve your complaint quickly and fairly.
3. Multi-Functional Policies Pty Ltd is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to AFCA. The AFCA can be contacted at:

Mailing Address: Australian Financial Complaints Authority,
GPO BOX 3 Melbourne Vic 3001
Phone – 1800 931 678
Email – info@afca.org.au
Website – www.afca.org.au

4. Multi-Functional Policies Pty Ltd is a member of the Australian Financial Complaints Authority.

If you have a complaint about a policy we arrange under our website which is a 'binder' granting us an issuing authority and that cannot be resolved to your satisfaction by us (Landcover) or Multi-Functional Policies Pty Ltd you have the right to refer the matter to the Complaints Officer at CGU Insurance (the Insurer for the Landcover binder) at no cost to you.

The Complaints Officer can be contacted on 132481 or online www.cgu.com.au and click on 'Contact Us' to lodge a complaint.

What arrangements are in place to compensate clients for losses?

Multi-Functional Policies Pty Ltd has a Professional Indemnity insurance policy (PI Policy) in place. The PI policy covers Multi-Functional Policies Pty Ltd 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/us for claims relating to the conduct of former representatives who no longer work for Multi-Functional Policies Pty Ltd.

Any questions?

If you have any further questions about the financial services Landcover Pty Ltd or Multi-Functional Policies Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with Landcover Pty Ltd or Multi-Functional Policies Pty Ltd.