



The financial services referred to in this financial services guide (FSG) are offered by Criterion Group Holdings Pty Ltd trading as Criterion Underwriting (Corporate Authorised Representative No 1275624 of Regis Mutual Management Pty Ltd AFSL 338156).

The above companies are referred to in this FSG as 'we', 'us' or 'our'.

Contact Details:

<u>Licensee</u>	<u>Authorised Representative</u>
Regis Licensing Pty Ltd ABN 71 130 820 727 AFSL: 338156	Criterion Group Holdings Pty Ltd t/as Criterion Underwriting CAR# 1275624
Address: Suite 5, 79 Manningham Road, Bulleen, VIC 3105	Address: Suite 3, Level 11, 1 Eagle Street Brisbane QLD 4000
Phone: 03 9100 6862	Phone: 1300 317 004
Email: info@rmml.com.au	Email: info@criterionunderwriting.com.au
Mail: PO Box 10095, Brisbane, Qld, 4000	Mail: PO Box 10095, Brisbane, Qld, 4000

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.

Advice

We are authorised to advise and deal in General Insurance Products. Any information provided to you is general advice only and has been prepared without taking into account your objectives, financial situation or needs. You should consider these, having regard to the appropriateness of this advice, and the relevant Product Disclosure Statement, available from your insurance broker or by calling us on 0426 501 657, before deciding to acquire, or to continue to hold, any products. Terms, conditions, limits and exclusions applying to any products offered by us are detailed in the relevant PDS.

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 policy which will enable you to make an informed decision about purchasing that product.

From when does this FSG apply?

This FSG applies from 1 September 2023 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 or email via the contact details provided on the front of this FSG.

Who is responsible for the financial services provided?

Criterion Group Holdings Pty Ltd trading as Criterion Underwriting as Corporate Authorised Representative No 1275624 of Regis Mutual Management Pty Ltd AFSL 338156 is responsible for the financial services that will be provided to you, including the distribution of this FSG.

What kinds of financial services are you authorised to provide to me and what kinds of financial products/s do those services relate to?

We are authorised to advise and deal in general insurance products to wholesale clients. We will do this for you as your broker unless we tell you otherwise.

Will I receive tailored advice?

We do not provide tailored advice. As noted above, any information provided to you is general advice only and has been prepared without taking into account your objectives, financial situation or needs. Terms, conditions, limits and exclusions applying to any products offered by us are detailed in the relevant PDS. You should read the PDS, and any accompanying documents and if required seek independent advice before making any decision about an insurance policy.

Where we provide you with general advice about insurance, that advice is current at the time that we give it.

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

We may maintain a record of your personal details, including details of insurance policies that we arrange 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 PDS that we give or pass on to you for the period required by law.

We are committed to maintaining 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.criterionunderwriting.com.au

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 as a distribution fee for our services to you to find the appropriate insurances for you to choose. We also charge an underwriting fee. These will all be shown on the invoice that we will 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 because of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we may retain any fee we have charged you. We may 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.

If you engage us to assist with any disputed claims, we may charge a \$250 per hour fee. This fee is usually recoverable under the insurance policy related to claims preparation. We will only charge for a successful dispute outcome.

How are any commissions, fees or other benefits calculated for providing financial services?

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 27%.

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 set and advised on our invoice and are variable dependent on the type and value of insurance we arrange for you.

If we pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer, we will pay commissions to those people out of our commission and/or fees, in the range of 0% to 30% of our commission and/or fees.

Our employees that will assist you with your insurance needs will be paid a market salary and do not receive commission.

Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

Criterion Underwriting has exclusive arrangements with some insurers and will receive commission from them in accordance with the formula detailed above.

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 10 working days, please contact our Complaints Officer or put your complaint in writing and send it to Criterion Underwriting at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.

Dispute Resolution

Regis Mutual Management Pty Ltd is a member of the Australian Financial Complaints Authority (AFCA), member number 14769. If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to Regis and or to AFCA. Regis contact details are shown at the beginning of this FSG. AFCA can be contacted at:

Mailing address:

Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne VIC 3001

Ph - 1800 931 678

Email - info@afca.org.au

Website – www.afca.org.au

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

Criterion Group Holdings Pty Ltd maintains a professional indemnity insurance policy (**PI policy**) which provides cover us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees in the provision of financial services. Regis also holds its own professional indemnity insurance.

Any questions?

If you have any further questions about the financial services we provide, please contact us.

More Information

If you would like more information, please contact us by phone, in writing or by email as set out in the contact details above.

This FSG has been authorised for distribution by Regis Mutual Management Pty Ltd ABN: 71 130 820 727 AFSL No. 338156.

Please retain this document for your reference.