

The background of the cover is a photograph of a cargo ship at sea, with a large stack of colorful shipping containers (blue, green, red, and white) on the deck. The ship is viewed from a low angle, and the sky is a mix of purple and blue, suggesting a sunset or sunrise. The water is dark and calm.

# Joint Financial Services Guide (FSG)

1 January 2022

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## Purpose and content

This FSG was prepared on 1 January 2022. It was prepared by NM Insurance Pty Ltd ABN 34 100 633 038 (NM Insurance) and Proteus Marine Insurance Pty Ltd ABN 98 612 132 126 (Proteus Marine). It describes the financial services we provide to retail clients and is designed to help you decide whether to use them. It includes important information including about:

- How we and our associates are paid and
- Our complaint handling procedures and how you can access them.

## Who we are

NM Insurance is an insurance underwriting agency holding an Australian financial services licence (No. 227186). NM Insurance has appointed Proteus Marine as its Authorised Representative (ASIC Authorised Representative No. 001245315).

NM Insurance is responsible for the financial services that Proteus Marine provides and has authorised the distribution of this FSG.

## Contact us

You can contact NM Insurance and Proteus Marine at:

### NM Insurance

**Street Address:** Level 7, 99 Walker Street, North Sydney NSW 2060

**Phone:** 02 8920 1157

**Website:** [www.nminsurance.com.au](http://www.nminsurance.com.au)

**Email:** [contact@nminsurance.com.au](mailto:contact@nminsurance.com.au)

### Proteus Marine

**Street Address:** Level 7, 99 Walker Street, North Sydney NSW 2060

**Phone:** 1300 767 231

**Website:** [www.proteusinsurance.com.au](http://www.proteusinsurance.com.au)

**Email:** [info@proteusinsurance.com.au](mailto:info@proteusinsurance.com.au)

## Who we act for

NM Insurance issues policies of general insurance under a binding authority provided by the insurer of the products, QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545 (**QBE**). Proteus Marine arranges for NM Insurance to issue these policies. This means that NM Insurance and Proteus Marine act on behalf of QBE and not you when issuing or arranging your insurance.

NM Insurance is authorised to provide claims handling and settling services on behalf of QBE.

## Other documents we may provide

QBE has published a Target Market Determination (TMD) for the retail product(s) we distribute. The TMD describes the target market for the relevant product and is available via the Proteus Marine website.

If we offer to arrange insurance for you or issue a policy of insurance to you, we'll provide you with a Product Disclosure Statement (**PDS**) that contains information about the terms and conditions that apply to the policy. To ensure you can make an informed decision, always read the PDS before deciding whether to purchase an insurance policy.

If you make an insurance claim and NM Insurance offers to settle this fully or partially with a cash payment, you'll receive a Cash Settlement Fact Sheet if there are other settlement options available.

## How we are paid

Proteus Marine receives a commission for the insurance it arranges. This is 10% of the premium for your policy (less any relevant taxes, charges and levies) and is included in the total amount you pay for the policy.

Proteus Marine will normally charge you an administration fee for arranging your policy. This is calculated as follows:

<b>Premium</b>	Up to \$1,000	\$1,000+
<b>Administration fee</b>	\$75 (plus GST)	\$125 (plus GST)

Proteus Marine will normally charge you an administration fee of \$25 (plus GST) if you cancel or vary your policy.

NM Insurance may receive an annual profit share from QBE. The profit share is a percentage of the net profit (if any) earned by QBE in respect of policies issued by NM Insurance. It is calculated by QBE based on premiums generated less certain costs, expenses, fees and liabilities in relation to the relevant policies.

Proteus Marine will earn interest on insurance premium paid while it is in our trust account. This interest is retained by Proteus Marine.

## Associations

Proteus Marine is a subsidiary of NM Insurance.

We are majority owned subsidiaries of Steadfast Group Ltd (ABN 98 073 659 677) (**SGL**). SGL may receive a professional services fee (**PSF**) from insurers, premium funders and underwriting agencies such as us (**Partners**) for access to regulatory and compliance support; marketing and communications; data insights; and access to technology platforms. The PSF is an agreed amount between SGL and the relevant Partner, usually annually. The PSF is not determined by the volume of the business that Steadfast Network brokers place, nor is the amount of the PSF known to Steadfast Network Brokers, so it is not able to influence recommendations to their clients. We may have access to shared services from SGL, including: compliance tools; procedures; manuals and training; legal; HR; banking; and group purchasing arrangements. These services are funded by SGL, subsidised by SGL or SGL receives a fee for them. SGL's FSG is available at [www.steadfast.com.au](http://www.steadfast.com.au) or on request by telephoning SGL's Company Secretary on +61 2 9495 6500.

## Our compensation arrangements

NM Insurance has professional indemnity insurance in place which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act 2001 (Cth). This covers NM Insurance and Proteus Marine for claims made against them as a result of their conduct or that of their employees (or former employees) when providing financial services.

## Our complaint handling procedures

We are committed to meeting and exceeding our clients' reasonable expectations whenever possible and would like to know if they haven't been met. You can make a complaint about any aspect of your relationship with us including the conduct of our agents and representatives. We will attempt in good faith to resolve your complaint in a fair, transparent and timely manner.

We aim to comply with the General Insurance Code of Practice and any relevant Australian Securities and Investments Commission guidelines.

### Complaints should be referred to us in the first instance:

**Email:** [contact@nminsurance.com.au](mailto:contact@nminsurance.com.au)

**Phone:** (02) 8920 1157

If we do not make a decision within the period that we tell you we will respond, we will tell you about your right to lodge your complaint with an external dispute resolution scheme. If you are not happy with our response to your complaint, you can refer it to the Australian Financial Complaints Authority (AFCA). AFCA provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its rules.

### AFCA's contact details are:

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Phone:** 1800 931 678

**Mail:** Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

If you require further information, you can access our Complaints Management Policy on the Feedback and Complaints page of our website: [www.nminsurance.com.au/feedback-complaints](http://www.nminsurance.com.au/feedback-complaints)

## Privacy

NM Insurance and Proteus Marine are committed to maintaining your privacy. Full information about our policies and procedures for collecting, using, storing and disclosing personal information can be found in our Privacy Policy. This is available from [www.proteusinsurance.com.au](http://www.proteusinsurance.com.au) or by calling 1300 767 231.

## General Insurance Code of Practice

QBE subscribes to and we comply with the General Insurance Code of Practice which is designed to raise standards of practice and service in the general insurance industry. The Code Governance Committee (CGC) is an independent body that monitors and enforces compliance with the Code. For more information about the Code or the CGC, visit [www.codeofpractice.com.au](http://www.codeofpractice.com.au).

