

Financial Services Guide (FSG)
FSG Version 28 – 14 September 2011

Thornton Insurance Services Pty Ltd

ABN 55 008 114 501

ASIC Authorised Representative No: 253700

60 Greenhill Road, Wayville, SA 5034

Ph: 08 8271 5144

Fax: 08 8271 5133

E-mail: reception@thorntongroup.com.au

Thornton Insurance Services Pty Ltd only provides the services described in this FSG through the individuals named below:

Lorraine May Cann

ASIC Authorised Representative No 311264

Cara Trista Haas

ASIC Authorised Representative No 303803

Anne Elizabeth King

ASIC Authorised Representative No 411212

Thornton Insurance Services Pty Ltd and the individuals named above are authorised representatives of:

AMP GI Distribution Pty Limited

ABN 40 098 080 810

AFS Licence No 232703

33 Alfred Street Sydney NSW 2000

PO Box 4134 Sydney NSW 2000

Ph: 13 14 36

Fax: 02 9257 7428

Email: GI_Distribution@amp.com.au

What is a Financial Services Guide (FSG)?

The purpose of this FSG is to provide you with key information about us and the services we can provide to you. It is designed to assist you in your decision on whether to use any of our services described here, including purchasing general insurance through us. This FSG contains important information about:

- how we are paid for the services;
- any associations or relationships that could influence the services we provide to you; and
- the dispute resolution procedures available to you and how you can access them.

What other documents will we give you?

If we give you personal advice about a retail (i.e. personal) general insurance product it will be confirmed in writing and it will show details about fees and commissions we receive.

If we recommend or arrange for you to purchase a general insurance product, you will be provided with either a product disclosure statement (PDS) or a policy document, depending on the product. The PDS or policy document describes the benefits and conditions for cover under the product. You should read the documents to ensure you know what is covered and what is excluded and ensure it meets your needs and you are aware of your obligations.

SECTION A:

RELATIONSHIPS & GENERAL INFORMATION ABOUT OUR SERVICES

We conduct a general insurance advisory business as authorised representatives, providing general insurance advisory and dealing services to our customers. These services are provided under the authority and on behalf of AMP GI Distribution Pty Limited (**AMPGID**).

Our relationship with AMPGID

AMPGID has an Australian Financial Services licence to provide advice and dealing services in relation to general insurance products.

AMPGID's Relationship with GIO General Limited ("GIO") (ABN 22 002 861 583) (AFSL 229873)

AMPGID has an arrangement with GIO where:

AMPGID distributes general insurance products issued by GIO (the insurer) and branded AMP. The products are distributed under AMPGID's licence by AMPGID's representatives. AMPGID receives payments from GIO under this arrangement as set out in this document, as well as an annual marketing payment to promote GIO products.

AMPGID is given a binding authority to arrange for its representatives to issue general insurance policies on behalf of GIO (the Insurer). This authority from GIO is referred to as a "binder" which means we are authorised to approve and accept an application for insurance issued by GIO within the authority limits granted to us by GIO from time to time. In providing any services under the binder, AMPGID and I are acting on behalf of GIO, the insurer, and not on your behalf.

AMPGID has no binding authority (underwriting authority) to arrange for its representatives to issue general insurance policies on behalf of NTI Limited or CGU Insurance Limited.

AMPGID's Relationship with NTI Limited ("NTI")

AMPGID has an arrangement with NTI where:

AMPGID distributes NTI commercial motor vehicle insurance products only. These products are branded AMP. These products are distributed under AMPGID's licence by AMPGID's representatives. AMPGID receives payments from NTI under this arrangement as set out in this document, which includes a marketing fee of 2.5% for business placed by us on an ongoing basis. NTI Limited (ABN 84 000 746 109) (AFSL 237246) is the manager for National Transport Insurance, an equal partner joint venture of CGU Insurance Limited (ABN 27 004 478 371) and Vero Insurance Limited (ABN 48 005 297 807).

AMPGID's Relationship with CGU Insurance Limited ("CGU") (ABN 27 004 478 371) (AFSL 238291)

AMPGID has entered into an arrangement with CGU where:

AMPGID distributes CGU farm insurance products only. These products are branded by AMP. These products are distributed under AMPGID's licence by AMPGID's representatives. AMPGID receives payments from CGU under this arrangement as set out in this document, which includes a distribution allowance of 2% for business placed by us on an ongoing basis.

AMPGID has also entered into arrangements with other general insurance companies and underwriting agencies to make available travel insurance and certain wholesale general insurance products which GIO may not issue. We will only make recommendations on, or deal in, products which are on the Approved Product List issued by AMPGID when acting on behalf of AMPGID. Currently, apart from travel insurance and certain wholesale (i.e. commercial) general insurance products, the majority of products on AMPGID's Approved Product List are issued by NTI and farm insurance products are issued by CGU.

AMPGID has authorised us to provide you with this FSG.

Who is responsible for the financial services we provide to you?

AMPGID is responsible to you for the services we provide.

AMPGID acts on your behalf when we provide services to you as their authorised representative. However, when acting under a binder, the activity of assessing (underwriting) an application and issuing a policy is done by us and AMPGID on behalf of GIO.

AMPGID is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements.

This insurance is subject to terms and exclusions. However the insurance covers claims arising from the actions of former employees or representatives of AMPGID even where subsequent to these actions they have ceased to be employed by or act for AMPGID.

You do not have a direct right to claim under this insurance which is taken out to ensure sufficient resources will be available to meet claims against AMPGID.

What information do you need to give us to receive personalised general insurance advice?

You need to provide us with specific details of your property and risks to be insured and any other relevant information, so that we can give you the most appropriate advice possible.

You do not have to give us your personal information. However, if you do not, the advice that you receive may not be appropriate to your particular objectives and needs.

How should instructions be provided to us?

You may provide instructions to us by telephone, in writing or by email to the address on page 1.

What information will we keep on file?

We will keep a record of the personal information you provide to us. We will also keep records of any recommendations we make to you.

What about Privacy?

Your privacy is important to us and to AMPGID. AMPGID is a member of the AMP Group of companies. To learn more about the collection and use of your personal information, see the AMP Privacy Policy on the AMP website www.amp.com.au. To contact AMP, or seek access to personal information, phone AMP on 13 12 67 or visit www.amp.com.au.

Will anyone be paid a fee for referring you to us?

If we give you personal advice as a result of someone referring you to us and if we pay them a fee or commission in relation to that referral, our Personal Advice Letter to you will set out that fee or commission.

What should you do if you have a complaint?

We are committed to ensuring that the services provided to you meet your expectations. If you have a complaint, you should tell us about it by contacting us using the contact details on page 1. If your complaint is not satisfactorily resolved within 10 business days, please notify or write to AMPGID using their contact details which are also on page 1.

If the dispute is still not resolved in a manner acceptable to you, you have the right to complain to:

Financial Ombudsman Service Limited
GPO Box 3
Melbourne VIC 3001
Ph. 1300 780 808
Fax: 03 9613 6399
Email: info@fos.org.au
Website: www.fos.org.au

AMPGID is a member of this independent dispute resolution service.

General

If you have any questions in relation to the above information or require any further information please don't hesitate to contact us or AMPGID.

**SECTION B:
SERVICES AUTHORISED BY AMPGID****What financial services are we authorised to provide on behalf of AMPGID?**

We are authorised to provide general insurance advisory and dealing services on behalf of AMPGID.

We can assist with the following general insurance products:

Issued by GIO: AMP Home & Contents Insurance / AMP Motor Vehicle Insurance / AMP Boat Insurance / AMP Caravan & Trailer Insurance / AMP Top Strata Residential Insurance / AMP Commercial Motor / AMP Business Insurance / AMP Farm Insurance

Issued by NTI: AMP Commercial Motor Vehicle

Issued by CGU: AMP Countrypak Insurance / AMP Farm Motor Insurance

We can also assist with Cover-More Travel Insurance, issued by Great Lakes Reinsurance (UK) Plc trading as Great Lakes Australia (100% subsidiary of Munich Re) as well as wholesale (i.e. commercial) general insurance products.

What remuneration or other benefits will we or any of our associates receive in respect of the provision of the financial services?**Commissions**

For GIO issued products AMPGID is paid a commission and distribution allowance if you purchase or renew general insurance products we arrange for you. We will receive a percentage of this amount from AMPGID. No commission is paid if you do not buy the recommended product. The commissions are calculated as a percentage of the base insurance premium of the relevant general insurance product (excluding any government taxes and charges). It is not an extra charge to you.

The commission and distribution allowance that AMPGID receives depends on the type of insurance product that is sold and the amount of the premium. If we provide you with personal advice on a retail (i.e. personal) insurance product we will disclose to you the distribution allowance amount paid to AMPGID and the amount of the commission paid by AMPGID to us. We will do this at the time we give you advice or as soon as practicable after. If you don't receive personal advice on a retail product, we can tell you how much distribution allowance AMPGID receives if you ask.

For NTI and CGU issued policies we receive a percentage of the payment paid to AMPGID by NTI and CGU.

Adviser Administration Fee

In addition to the premium payable on the insurance product, we may charge an Adviser Administration Fee. The fee charged may vary depending on your circumstances.

If a fee is charged it will be applied when you purchase an insurance product we recommend. We will tell you the actual amount of the fee before you purchase an insurance product.

The fee may also be charged if we provide additional services to you or when you renew the insurance product. If the fee is charged when you renew your AMP branded GIO insurance product, the amount payable (which may change) will be set out in the renewal notice.

Depending on the circumstances, we may:

- Reduce our commission (which may be to nil) and charge the fee; or
- Charge the fee in addition to receiving commission.

For AMP branded GIO products, GIO collects the fee on our behalf and passes the fee on to us. Alternatively, we may invoice you directly for the fee. The fee is in addition to the premium payable on the insurance product.

If we charge a fee for AMP branded NTI and CGU products, we will invoice you directly.

If you cancel the insurance product, we may refund a portion of the fee, depending on the circumstances. For AMP branded GIO insurance products, GIO is not responsible for refunding the fee despite GIO collecting the fee on our behalf.

Payments to Advisers

Individual Authorised Representatives engaged by Thornton Insurance Services Pty Ltd are salary employed but may also receive a bonus payment for meeting sales targets.

Other Benefits

In addition to the remuneration described above, we may receive other benefits which could be considered to influence our recommendations to you. These may include non-monetary rewards or benefits eg tickets to sporting events, attendance at golf days and competition prizes, which can include items such as gift vouchers, wine or dinners. We may also receive other benefits from AMPGID or other licensees such as financial or marketing assistance.

GIO will make incentive payments to AMPGID if AMPGID meets or exceeds agreed targets based on growth in written premium and insurance trading results.

Conferences

Up to 20 general insurance advisers and their partners and 3 AMPGID employees are eligible to qualify for attendance at an international conference for up to 7 days held every second year and sponsored by AMPGID. The conference value depends on the destination and level of accommodation chosen. Qualification is based on the growth of their portfolio of business, subject to their compliance with legislative requirements and underwriting guidelines and observance of AMPGID's professional standards and conditions at all times.

Selling our general insurance practice

If we leave the general insurance industry, AMPGID may agree to buy back our ongoing book of general insurance business if we cannot otherwise sell it. The purchase price for the book of business is valued at a predetermined rate based on, amongst other things, a multiple of the ongoing remuneration receivable by us on that book of business. In limited circumstances we may be permitted to sell part of our book of business under these terms.