



Financial Services Guide

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

Localift Services Pty Ltd trading as Zipidi, ABN 99 609 719 691
18 Cockle Crescent, Point Lonsdale, VIC 3225
+61 418 24 00 40
hello@zipidi.fun

Localift Services Pty Ltd trading as Zipidi is the authorised representative of:
Insurance Service Holdings Pty Ltd ABN 36 612 629 295 AFSL 491165
Level 5, 63 York St, Sydney, NSW 2000
02 8294 7569
placements@brokersonline.co

Insurance Service Holdings Pty Ltd holds a current Australian Financial Services Licence No: 491165 and is responsible for the financial services that Localift Services Pty Ltd trading as Zipidi provides to you in respect of:

- Group Riders Personal Accident & Personal Liability Insurance
- Riders Personal Accident Insurance
- Group Personal Accident & Sickness
- Bill Cover Insurance Insurance
- General Liability Insurance

Localift Services Pty Ltd trading as Zipidi's Authorised Representative No is 001295079. Insurance Service Holdings Pty Ltd is also responsible for the content and distribution of this FSG. The distribution of this FSG by Localift Services Pty Ltd trading as Zipidi is authorised by Insurance Service Holdings Pty Ltd.

Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you

We, Localift Services Pty Ltd trading as Zipidi, are not independent, impartial, or unbiased pursuant to section 923A of the Corporations Act because:

- We or Insurance Service Holdings Pty Ltd may receive remuneration, commission, gifts or other benefits when we provide personal advice to you in relation to insurance products and other financial products;
- We or Insurance Service Holdings Pty Ltd may be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; and/or
- We or Insurance Service Holdings Pty Ltd may have associations or relationships with issuers of insurance products and other financial products.

Further information about these benefits and relationships is set out in this Financial Services Guide.

If you have any questions about this information, please ask us.

This FSG sets out the services that I/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 I/we offer you.
- how I/we and others are paid.



- any potential conflict of interest I/we may have.
- our internal and external dispute resolution procedures and how you can access them.
- arrangements that are in place to compensate clients for losses.

Product disclosure statement

If I/we offer to arrange the issue of an insurance policy to you, I/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 product.

From when does this FSG apply?

This FSG applies from December 2021 and remains valid unless a further FSG is issued to replace it. I/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?

Insurance Service Holdings Pty Ltd is responsible for the financial services that will be provided to you, including the distribution of this FSG.

Insurance Service Holdings Pty Ltd holds a current Australian Financial Services Licensee no: 491165. The contact details for Insurance Service Holdings 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?

Localift Services Pty Ltd trading as Zipidi is authorised to engage with Customers pursuant to the advising (that is restricted to general insurance product advice only and does not include insurance broking advice) and dealing in insurance products in respect of:

- Group Riders Personal Accident & Personal Liability Insurance
- Riders Personal Accident Insurance
- Group Personal Accident & Sickness
- Bill Cover Insurance Insurance
- General Liability Insurance

under Insurance Service Holdings Pty Ltd's Australian Financial Service Licence. I/We will do this on your behalf as your broker unless I/we tell you otherwise.

Will I receive tailored advice?

Localift Services Pty Ltd trading as Zipidi is authorised to provide you with general advice only and not with tailored advice.

You should read the warnings, or any other warnings that I/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?

Insurance Service Holdings Pty Ltd maintains a record of your personal profile, including details of insurance policies that I/we arrange for you. Insurance Service Holdings Pty Ltd may also maintain records of any recommendations or advice given to you. Insurance Service Holdings Pty Ltd will retain this FSG and any other FSG given to you as well as any SOA or PDS that I/we give or pass on to you for the period required by law.

Insurance Service Holdings Pty Ltd is and I/we are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of Insurance Service Holdings Pty Ltd's privacy policy is available on request. A copy is also available on Insurance Service Holdings Pty Ltd's website, www.insuranceservice.holdings

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

How will I pay for the services provided?

Payment for the services I/we provide you are payable directly to Insurance Service Holdings Pty Ltd. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges, and levies. Insurance Service Holdings Pty Ltd often receives a payment based on a percentage of this premium (excluding relevant taxes, charges, and levies) called commission, which is paid to Insurance Service Holdings Pty Ltd by the insurers. In some cases, you will also be charged a fee. These will all be shown on the invoice that is sent to you.

You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay Insurance Service Holdings Pty Ltd within the time set out on the invoice.

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy, or based on a term of your policy (such as a premium adjustment provision), I/we will retain any fee we have charged you. I/We will also retain commission depending on our arrangements with the insurer or charge you a cancellation fee equal to the reduction in commission.

When you pay us your premium it will be banked into Insurance Service Holdings Pty Ltd's trust account. Insurance Service Holdings Pty Ltd will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with Insurance Service Holdings Pty Ltd's arrangements with the insurer. Insurance Service Holdings Pty Ltd will earn interest on the premium while it is in their trust account or Insurance Service Holdings Pty Ltd may invest the premium and earn a return. Insurance Service Holdings 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?

Insurance Service Holdings Pty Ltd's commission will be calculated based on the following formula:

$$X = Y\% \times P$$



In this formula:

X = Insurance Service Holdings Pty Ltd's commission

Y% = the percentage commission paid to Insurance Service Holdings Pty Ltd by the insurer. Insurance Service Holdings Pty Ltd's commission varies between 1% and 25%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

I/We will receive between 0% and 100% of Insurance Service Holdings Pty Ltd's commission.

Any fees that Insurance Service Holdings Pty Ltd or I/we charge you will be declared to you.

Insurance Service Holdings Pty Ltd does not and I/we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If Insurance Service Holdings Pty Ltd does, Insurance Service Holdings Pty Ltd will pay commissions to those people out of its commission or fees (not in addition to those amounts), in the range of 0% to 100% of its commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary. 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?

Insurance Service Holdings Pty Ltd is a Steadfast Group Limited (Steadfast) Network Broker.

As a Steadfast Network Broker, Insurance Service Holdings Pty Ltd has access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, claims support, group purchasing arrangements and broker support services. These services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

Steadfast has arrangements with some insurers and premium funders (Partners) under which the Partners pay Steadfast a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners.

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

If I/we arrange premium funding for you Insurance Service Holdings Pty Ltd may be paid a commission by the premium funder. I/We may also charge you a fee (or both). The commission that Insurance Service Holdings Pty Ltd is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). If you instruct us to arrange or issue a product, this is when Insurance Service Holdings Pty Ltd becomes entitled to the commission.

Insurance Service Holdings Pty Ltd's commission rates for premium funding are in the range of 0% to 5% of funded premium. When I/we arrange premium funding for you, you can ask us what commission rates Insurance Service Holdings Pty Ltd are paid for that funding arrangement compared to the other arrangements that were available to you.

Insurance Service Holdings Pty Ltd has arrangements and may enter into new arrangements with other businesses for the purpose of introducing such businesses and their services to you. Insurance Service Holdings Pty Ltd does not receive any commission or referral fee for such introductions.

Insurance Service Holdings Pty Ltd are 100% owned by Agent Zero Group Pty Ltd. Agent Zero Group Pty Ltd also owns a related body corporate Agile Underwriting Services Pty Ltd, a Lloyd's coverholder.



What should I do if I have a complaint?

Contact Insurance Service Holdings Pty Ltd and tell Insurance Service Holdings Pty Ltd about your complaint. Insurance Service Holdings Pty Ltd will do its best to resolve it quickly.

If your complaint is not satisfactorily resolved within 14 days, please contact our complaints team on +61 2 6190 0752 or put your complaint in writing and send it to them at the address noted at the beginning of this FSG. Insurance Service Holdings Pty Ltd will try to resolve your complaint quickly and fairly.

Insurance Service Holdings 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 the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. The AFCA can be contacted at:

Mailing address - Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001

Ph - 1800 931 678

Email - info@afca.org.au

Website - www.afca.org.au

What arrangements are in place to compensate clients for losses?

Insurance Service Holdings Pty Ltd has a professional indemnity insurance policy (PI policy) in place.

The PI policy covers Insurance Service Holdings 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 not cover us for claims relating to the conduct of former representatives who no longer work for Insurance Service Holdings Pty Ltd.

These policies satisfy the requirements for compensation arrangements under section 912B of the Corporations Act.

Any questions?

If you have any further questions about the financial services Localift Services Pty Ltd trading as Zipidi or Insurance Service Holdings Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with Localift Services Pty Ltd trading as Zipidi or Insurance Service Holdings Pty Ltd.