

# FINANCIAL SERVICES GUIDE

THIS FSG APPLIES FROM  
25th June 2026





AUzi Pty Ltd  
Australian Financial Services  
Licence No: 344231 ACN: 131562000  
LOCATION: AUzi Pty Ltd., Suite 211,  
3 Sir John Overall Drive,  
HELENSVALE, QLD, 4212.

PHONE: 1300 939 698  
EMAIL: mail@auzi.com  
WEBSITE: www.auzi.com

This FSG applies from 25th June 2026 and will remain valid unless we issue a further FSG to replace it.

## The purpose of this guide

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of our services and contains important information about:

- The services we offer you
- How we and our associates are paid
- Any potential conflicts of interest we may have
- What to do in the event of a complaint

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## Responsibility for services provided

AUzi Pty Ltd, trading as AUzi and AUzi Insurance, holds an Australian Financial Services Licence 344231 and is authorised to provide general advice and deal in general Insurance products with Wholesale clients.

We are responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG.

We are required to meet high standards for staff training, organisational competence, management expertise, financial control and compliance disciplines.

## Who do we act for

We are licensed to operate as both an underwriting agency and general Insurance broker.

We primarily act as an underwriting agency, which means that we act on behalf of the insurer issuing the policy. In most cases we have authority to affect an Insurance policy under binder arrangements which means we enter into the contract on the insurers' behalf as their agent.

If we act as a general Insurance broker when arranging Insurance with underwriters on behalf of the client or their broker we act on behalf of the client or broker and their interests in all matters.

We will clearly advise you in what capacity we are acting when we provide our services to you

## Our services

We offer a range of services to assist clients and their Insurance brokers to protect the client's assets and guard against unexpected liabilities.

## How to contact us

You are able to contact us by phone, in writing or email.

## Our products

We can provide general advice, issue and arrange a broad range of general insurances.

We will not be providing tailored personal advice in providing our services to you, which means the advice we provide does not take into account your personal needs, objectives and financial situation, and you should read the warnings and policy information carefully before making any decision about an insurance policy.

## What we expect from you

To enable us to provide the right insurance products to you we need you to provide us with complete information about the risk(s) that you face and those that you want to be insured for. You should also tell us about any relevant changes as they occur.

## Personal Information

The Privacy Act 1988 (Cth) sets out standards for the collection and management of personal information. With your consent, we will only use your personal information for general Insurance services.

We maintain a record of the personal information collected, including the details of any insurance policy arranged or issued to you. We will also retain copies of our advice, any policy wordings and FSGs provided to you for the period of time required by law.

We are committed to implementing and promoting the standards as set out in our Privacy Policy, which is available from our website or upon request. If you wish to look at the information retained on file about you, please ask us.

## Compensation

We hold a Professional Indemnity Policy. This policy is designed to pay claims by Third Parties (including our clients) arising out of our Professional Negligence. The policy extends to covers us for work done for us by representatives/employees.

## Contact agreement

To ensure that we provide you with appropriate products and services, you agree to us calling you to discuss any new products and services. If you do not wish to receive such calls please advise us and we will place you on our Do Not Call Register.

## Our sources of income

When placing your insurance, we usually receive a commission paid to us by the insurer. The amount varies between 5% and 27.5% and is calculated on the base premium you pay (excluding relevant taxes, charges and levies that may apply).

We also receive a commission for each renewal and on variations requiring an additional premium.

We usually charge you an administration fee or broker fee, which will appear separately on your invoice.

Where a policy is cancelled before the period of Insurance has ended you agree that we may retain all our commission, fees and other remuneration in full.

Full commission information (including dollar amounts) will be provided on request. All fees payable for our services will be advised to you at the time of providing the advice or service.

We may receive additional remuneration from the insurers with whom we have binder arrangements with:

Berkley Insurance Company (ABN 53 126 559 706 AFSL 463129); and

Lloyds Underwriters lead by Syndicate MS Amlin Underwriting Limited. Lloyds Syndicate 2001

This remuneration may be a profit share or volume-based arrangement, which is payable by the insurer to us if we meet certain agreed sales and/or profitability targets set by the insurer.

When you pay us your premium, it will be banked into a trust account. We will retain the commission from the premium and remit the balance to the insurer in accordance with our arrangements with the insurer. We may earn interest on the premium or we may invest the premium and earn a return. We retain the interest or investment returns on premiums paid by you that are held in our trust account before paying the insurer.

If we arrange premium funding for you we may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or changes). If you instruct us to arrange funding, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 0% to 3% of funded premium. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to the other arrangements that were available to you.

The amount of our commission and any fee that we charge will be set out in the premium funding contract.

## How our representatives are paid

Our representatives do not receive any benefit directly from the sale of a product to you. Our representatives may receive bonuses payable based on the overall performance of our business. If a person has referred you to us, we may pay them a percentage of the fees or commission received from our remuneration. Full details are available on request. From time to time we may receive non-monetary benefits from insurers, premium funders or other third parties. This may include but is not limited to access to technology platforms and IT support, education and training, marketing assistance and certain 'hospitality benefits' (such as tickets to sporting events, movies, bottles of wine, hampers). Details of these are available on a specially maintained Register which is available for your viewing.

## Electronic delivery of disclosure notices

Please note that where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides, Product Disclosure Statements and other policy documentation) to you electronically, via email or links to websites etc. If you have provided your email address to Us we will typically use that email address for all correspondence and disclosure notices. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

## Complaints

Clients not satisfied with our services should contact our Complaints Officer at [mail@auzi.com](mailto:mail@auzi.com) or in writing to Suite 211, 3 Sir John Overall Drive, Helensvale QLD 4212.

We will promptly acknowledge and investigate your complaint, and we will provide a response to the matter within 30 days of receiving your complaint.

For all complaints regarding policies placed under our Lloyds Coverholder arrangements, if we cannot resolve your complaint within 10 business days, we will escalate your matter to the insurers internal panel for resolution. A Final Decision will be provided to you by the insurer within 30 calendar days of receive your complaint, unless limited exemptions apply.

If an issue has not been resolved to your satisfaction, you may be able to lodge a complaint with the Australian Financial Complaints Authority or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

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

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

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority GPO Box 3, Melbourne, VIC, 3001

We have a Customer Complaints and Resolution Process which is available on our website at [which provides further information about how to access and what to expect from our complaints handling process.](#)

We support the General Insurance Code of Practice (the Code). The Code is designed to raise the standard of practice and service in the general insurance industry. For further information about the Code, go to <https://insurancecouncil.com.au/cop/>.