



MILESTONE
A D V I S E R S

Financial Services Guide (v1.50)

The financial services referred to in this Financial Services Guide (FSG) are offered by:

Milestone GI Pty Ltd T/as Milestone Advisers
ABN: 66 611 797 187
ASIC Authorised Representative No: 1241275
Suite 2, 6-8 Hamilton Place
Mount Waverley, VIC 3149
Ph: 1800 940 480
E-mail: zc@milestoneadvisers.com.au

And

Zik Cai 414512
Peter Ding 414474

As authorised representatives of:

Resilium Insurance Broking Pty Ltd
ABN 92 169 975 973 (Resilium Insurance Broking)
GPO Box 5442
Sydney NSW 2001
Phone: 1300 763 496
Email: Info@resilium.com.au

Resilium Insurance Broking holds a current **Australian Financial Services Licence No: 460382** and is responsible for the financial services that we provide to you when we are providing general insurance broking services as authorised representative of Resilium Insurance Broking.

Resilium Insurance Broking is also responsible for the content and distribution of this FSG by us.

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.
- potential conflict of interest 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 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.

Further information when personal advice is given

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

From when does this FSG apply?

This FSG applies from **01-05-2018, Version: 1.50** and remains valid unless a further FSG is issued to replace it. We may also give you a supplementary FSG. It will not replace this FSG but will contain additional information not covered by this FSG.

How can I instruct you?

You can contact us to give 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?

Resilium Insurance Broking is responsible for the financial services that will be provided to you or through you to your family members when we are providing you with general insurance broking services as authorised representative of Resilium Insurance Broking.

You may also receive services from us which are authorised by another licensee, for example, when we provide you with Resilium products as authorised representative of Resilium Pty Ltd ABN 40 098 080 810 (Resilium). We will tell you when we are providing you with services as authorised representative of another licensee and provide you with a separate FSG as required.

What kinds of financial services are we authorised to provide and what kinds of financial product/s do those services relate to?

We are authorised under Resilium Insurance Broking's Australian Financial Services License to provide general and personal financial product advice about general insurance products. We are also authorised to arrange for the issue of general insurance products. When we provide you with services as authorised representative of Resilium Insurance Broking we will do this on your behalf as your broker unless we tell you otherwise.

Will I receive tailored advice?

We may provide you with personal advice or general advice. We will tell you what level of advice we are providing when we provide it.

Sometimes we may need information about your personal objectives, details of your current

financial situation and any other relevant information, so that we can arrange insurance policies for you or to give you advice about your insurance needs. We will ask you for the details that we need to know.

If we do not ask, or if you do not give us all of the information we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation.

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, at the time of any scheduled status review.

What information do we maintain about you and how you can access it?

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs.

For more information about how to access the personal information we hold about you and how to have the information corrected ask us for a copy of our Privacy Statement.

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

How will I pay for the services provided?

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

You can choose to pay for the services we provide to you that are authorised by Resilium Insurance Broking by any of the payment methods set out in the invoice. You are required

to pay Resilium Insurance Broking 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), we will retain any fee we have charged you. 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 for products arranged by us as authorised by Resilium Insurance Broking your premium will be banked into Resilium Insurance Broking's trust account. Resilium Insurance Broking will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with Resilium Insurance Broking arrangements with the insurer. Resilium Insurance Broking will earn interest on the premium while it is in their trust account or Resilium Insurance Broking may invest the premium and earn a return. Resilium Insurance Broking will retain any interest or return on investment earned on the premium.

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 or Statement of Advice to you will set out that fee or commission.

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

The commission the Insurer pays Resilium Insurance Broking will be calculated based on the following formula:

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

In this formula:

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

that amount).

Y% = the percentage commission paid by the insurer.

X = the Commission Resilium Insurance Broking receives.

The commission Resilium Insurance Broking receives varies between 0% and 40%.

We receive between 0% and 90% from Resilium Insurance Broking from the commission they receive from the insurer for each policy we arrange for you.

We may also charge you a broker fee in addition to commission when you enter into an insurance policy. The amount of the fee will depend on the complexity of the services we are providing. The amount of any broker fee charged will be shown on your invoice.

We do not often pay any commissions, fees or benefits to others who refer you to us. If we do, we will pay commissions to those people out of the commission and fees passed to us by Resilium Insurance Broking (not in addition to those amounts), these are detailed in the previous section. Our employees that will assist you with your insurance needs will be paid a market salary.

If we give you (as a Retail client) personal advice, we will inform you of any fees, commission or other payments we, our associates or anyone referring you to us will receive in relation to the policies that are the subject of the advice.

If we do not give you personal advice and you are a retail client, you may request information about any fees, commission or other payments we, our associates or anyone referring you to us will receive in relation to the policies we arrange provided your request is made within a reasonable time after this FSG is provided.

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?

Resilium Insurance Broking Pty Ltd ABN 92 169 975 973 is a wholly owned subsidiary Resilium

and may receive operational support services and other resources from Resilium.

Resilium Pty Ltd is a wholly owned subsidiary of Suncorp Insurance Services Ltd (ABN 79 000 746 092) ("Suncorp"). Resilium may receive operational support services and other resources from Suncorp and its related bodies corporate.

AAI Limited ABN 48 005 297 807 ("AAI") is also a related body corporate of Resilium Insurance Broking. AAI is a general insurer and the issuer of Vero Insurance branded insurance policies. We may recommend AAI's products to you.

Resilium Insurance Broking is a Steadfast Group Limited (**Steadfast**) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (**Partners**) under which Steadfast will receive between 0.5% to 4.0% commission for each product arranged by Resilium Insurance Broking with those Partners. Steadfast is also a shareholder of some Partners.

Resilium Insurance Broking may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).

As a Steadfast Network Broker, Resilium Insurance Broking has access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These member services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

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

If we arrange premium funding for you Resilium Insurance Broking may be paid a commission by the premium funder.

We may also charge you a fee (or both). The commission that Resilium Insurance Broking is 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 or issue a product, this is

when Resilium Insurance Broking becomes entitled to the commission.

Resilium Insurance Broking commission rates for premium funding are in the range of 0% to 5% of funded premium. When we arrange premium funding for you, you can ask us what commission rates Resilium Insurance Broking are paid for that funding arrangement compared to the other arrangements that were available to you.

We may receive an additional incentive payment from Insurance Australia Limited (**CGU**) where our overall portfolio of eligible products with CGU achieves certain growth targets and loss ratio targets over a given year. If payable, the incentive payment is calculated as a percentage of the total gross written premium for all eligible CGU products arranged by us over the year and is payable annually.

We may receive an additional incentive payment from QBE Insurance (Australia) Ltd (QBE) where our overall portfolio of eligible products with QBE achieves certain growth targets, profitability targets and claims loss ratio targets over a given year. If payable, the incentive payment is calculated as a percentage of the total gross written premium for all eligible QBE products arranged by us over the year and is payable annually.

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

Will any fees apply if you cancel or alter a policy?

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), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in commission.

Refunds processed via EFT will not incur any processing fee, however, any refunds paid via cheque will incur a \$55 fee.

What should I do if I 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 directly, our details are shown on page 1 of this FSG.

We will endeavour to resolve your complaint within twenty-one (21) days, if we are unable to do this we will escalate it to Resilium Insurance Broker's Internal Customer Relations team and advise you of this. The Resilium Insurance Broker Internal Resolution Team will provide a response within 42 days from your original complaint.

Alternately, you may contact Resilium Insurance Broking direct:

Resilium Insurance Broking
GPO Box 5442, Sydney NSW 2001
Phone: 1300 763 495
Email: broker@resiliumib.com.au

If the dispute is still not resolved in a manner acceptable to you, you have the right to complain to the external dispute resolution body of whom Resilium Insurance Broking is a member. Their contact details are as follows:

Financial Ombudsman Service Australia
GPO Box 3
Melbourne VIC 3001
Ph: 1800 367 287
Email: info@fos.org.au
Fax: 03 9613 6399
Website: www.fos.org.au

Should you have a complaint in connection with services we provide to you as authorised representative of another licensee, you should refer to that licensee's FSG or ask us for

information on how you can access their dispute resolution process.

What arrangements are in place to compensate clients for losses?

Resilium Insurance Broking has a professional indemnity insurance policy (**PI policy**) in place satisfying the requirements under s912B of the Corporations Act for compensation arrangements.

The PI policy covers Resilium Insurance Broking its employees and authorised representatives such as us when we are providing services as authorised representative of Resilium Insurance Broking.

The PI Policy covers claims made by clients as a result of the conduct of Resilium Insurance Broking, its employees and authorised representatives in the provision of financial services authorised by Resilium Insurance Broking.

Any questions?

If you have any further questions about the financial services we provide please contact us using our **contact details found on page 1 of this FSG**.

Please retain this document for your reference and any future dealings with us and Resilium Insurance Broking.

FINANCIAL SERVICES GUIDE (FSG) 01-05-2018 Version 1.50

Milestone GI Pty Ltd T/as Milestone Advisers
 ABN: 66 611 797 187
 ASIC Authorised Representative No: 1241275
 Suite 2, 6-8 Hamilton Place
 Mount Waverley, VIC 3149
 Ph: 1800 940 480
 E-mail: zc@milestoneadvisers.com.au

Milestone GI Pty Ltd only provides the services described in this FSG through the individuals named below:

Authorised Representative	ASIC Authorised Representative Number
Zik Cai	414512
Peter Ding	414474

Milestone GI Pty Ltd and the individuals named above are authorised representatives of:

Resilium Pty Limited
 ABN 40 098 080 810
 AFS Licence No 232703
 GPO Box 1884 Sydney NSW 2001
 Ph: 13 14 36
 Fax: 1300 655 839
 Email: info@resilium.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 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 AND 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 Resilium Pty Ltd (**Resilium**).

Our relationship with Resilium

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

We will only make recommendations on, or deal in, products which are on the Approved Product List issued by Resilium when acting on behalf of Resilium.

Resilium is a wholly owned subsidiary of Suncorp Insurance Services Ltd (ABN 79 000 746 092) ("Suncorp"). Resilium may receive operational support services and other resources from Suncorp and its related bodies corporate.

Resilium's Relationship with AAI Limited (ABN 48 005 297 807) (AFSL 230859) trading as GIO ('GIO').

Resilium has an arrangement with GIO where:

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

Resilium is given a binding authority to arrange for its representatives to issue general insurance policies on behalf of GIO (the insurer) only. 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 authority limits granted to us by GIO from time to time. In providing any services under the binder, we and Resilium are acting on behalf of GIO, the insurer, and not on your behalf.

[Resilium has no binding authority \(underwriting authority\) to arrange for its representatives to issue general insurance policies on behalf of NTI Limited or Insurance Australia Limited \(CGU Insurance\).](#)

Resilium's Relationship with NTI Limited (ABN 84 000 746 109) (AFSL 237246) ("NTI")

Resilium has an arrangement with NTI where:

Resilium distributes NTI commercial motor vehicle insurance and NTI Marine products. These products are co-branded Resilium and NTI. These products are distributed under Resilium's licence by Resilium's representatives. Resilium 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. These products are issued by NTI. NTI Limited is the manager for National Transport Insurance, a joint venture of the insurers Insurance Australia Limited trading as CGU Insurance (ABN 11 000 016 722 AFSL, 227681) and AAI Limited trading as Vero Insurance (ABN 48 005 297 807, AFSL 230859) each holding a 50% share. Vero Insurance is also part of the Suncorp group.

Resilium's Relationship with Resilium Insurance Broking Pty Limited ABN 92 169 975 973 AFSL 460382 ("Resilium Insurance Broking")

Resilium has an arrangement with Resilium Insurance Broking where:

We may refer you to Resilium Insurance Broking in certain circumstances, such as where we do not think the products on Resilium's Approved Product List are suitable for you. Resilium Insurance Broking has entered into arrangements with a range of underwriters (including Vero Insurance) to make available certain general insurance products. Resilium Insurance Broking is a wholly owned subsidiary of Resilium and Suncorp and may receive operational support services and other resources from Resilium, Suncorp and their related bodies corporate.

Other Relationships

Resilium receives payments from Cover-More Travel Insurance, issued by Zurich Australian Insurance Limited (ABN 13 000 296 640, AFSL 232507). in relation to Travel Insurance policies distributed by Resilium's representatives.

Resilium has also entered into arrangements with PI Direct Insurance Brokers Pty Ltd ABN 36 081 818 411 AFSL 229462 to source Professional Risks products on our behalf where such products are not offered by GIO.

Resilium has authorised us to provide you with this FSG.

<p>Who is responsible for the financial services we provide to you?</p>	<p>Except as stated below, Resilium is responsible to you for the general insurance services we provide.</p> <p>Resilium acts on your behalf when we provide services to you as their authorised representative.</p> <p>However, when acting under a binder, the activity of assessing (underwriting) an application and issuing a policy is done by us and Resilium on behalf of GIO.</p> <p>Milestone GI Pty Ltd is also an authorised representative of Resilium Insurance Broking. If we refer you to Resilium Insurance Broking, then we will be providing financial services on behalf of Resilium Insurance Broking and not Resilium. We will provide you with a separate financial services guide for the financial services we provide on behalf of Resilium Insurance Broking at or before that time.</p> <p>Resilium is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements.</p> <p>The insurance is subject to terms and exclusions. However, the insurance covers claims arising from the actions of former employees or representatives of Resilium even where subsequent to these actions they have ceased to be employed by or act for Resilium.</p> <p>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 Resilium.</p>
<p>What information do you need to give us to receive personalised general insurance advice?</p>	<p>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.</p> <p>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 objectives and needs.</p>
<p>How should instructions be provided to us?</p>	<p>You may provide instructions to us by telephone, in writing or by e-mail to the address on page 1.</p>
<p>Will any fees apply if you cancel or alter a policy?</p>	<p>Subject to the Cooling Off provisions of the respective insurance policy, 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), we may refund such amounts less commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in commission. We will also retain any Adviser fee we have charged you. Refunds processed via EFT will not incur any processing fee, however, any refunds paid via cheque will incur a \$55 fee.</p>
<p>What information will we keep on file?</p>	<p>We will keep a record of the personal information that you provide to us. We will also keep records of any recommendations we make to you.</p>
<p>What about Privacy?</p>	<p>Your privacy is important to Resilium. To learn more about the collection and use of your personal information, contact Resilium on 13 14 36.</p>
<p>Will anyone be paid a referral fee for referring you to us?</p>	<p>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.</p>

<p>What should you do if you have a complaint?</p>	<p>We are committed to ensuring that the services we provide meets your expectations.</p> <p>If you have a complaint, you should tell us about it by contacting us directly, our details are shown on page 1.</p> <p>We will endeavour to resolve your complaint within the first 1 - 5 working days, although if we have not been able to resolve this within 15 working days, we can escalate this to Resilium's Internal Resolution team. A response will be provided to you within a maximum of 45 days from your original complaint.</p> <p>Alternately, you may contact Resilium direct:</p> <p style="text-align: center;">Resilium Pty Limited Phone: 1300 131 985 Email: info@resilium.com.au Mail: GPO Box 1884 Sydney NSW 2001</p> <p>If, after 45 days the dispute is still not resolved in a manner acceptable to you, you have the right to contact our external resolution service: Resilium is a member of this independent dispute resolution service.</p> <p style="text-align: center;">Financial Ombudsman Service Australia GPO Box 3 Melbourne VIC 3001 Ph: 1800 367 287 Fax: 03 9613 6399 Email: info@fos.org.au Website: www.fos.org.au</p>

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 Resilium.

SECTION B: SERVICES AUTHORISED BY Resilium

<p>What financial services are we authorised to provide on behalf of Resilium?</p>	<p>We are authorised to provide general insurance advisory and dealing services on behalf of Resilium.</p> <p>We can assist with the following Resilium branded general insurance products</p> <p>Issued by GIO:</p> <ul style="list-style-type: none"> - Resilium Home & Contents Insurance - Resilium Motor Vehicle Insurance - Resilium Boat Insurance - Resilium Top Strata Residential Insurance - Resilium Business Insurance - Resilium Commercial Motor Vehicle - Resilium Professional Indemnity Insurance - Resilium Management Liability Insurance - Resilium Caravan & Trailer Insurance (under Motor Vehicle) - Resilium Industrial Special Risk - Resilium Workers Compensation <p>Issued by NTI:</p> <ul style="list-style-type: none"> - Resilium Transport Package
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	<ul style="list-style-type: none"> - Resilium Fleet - Resilium Liability - Resilium Marine Protect - Resilium Carriers Protect - NTI YellowCover <p>We can also assist with Cover-More Travel Insurance, issued by Zurich Australian Insurance Limited (ABN 13 000 296 640, AFSL 232507) as well as wholesale Professional Risk products sourced through PI Direct Insurance Brokers Pty Ltd.</p>
<p>What remuneration or other benefits will we or any of our associates receive in respect of the provision of the financial services?</p>	<p>Commissions</p> <p>For GIO issued products, Resilium is paid a commission and distribution allowance if you purchase, vary or renew general insurance products we arrange for you. We will receive a proportion of this amount from Resilium. 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 (which excludes any government taxes and charges). It is not an extra charge to you.</p> <p>The commission and distribution allowance that Resilium 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 product, we will disclose to you the distribution allowance amount paid to Resilium and the amount of the commission paid by Resilium 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 commission Resilium receives if you ask.</p> <p>For NTI and CGU issued policies we receive a percentage of the payment paid to Resilium by NTI and CGU.</p> <p>For Cover-More issued policies we receive a percentage of the payment paid to Cover-More.</p> <p>When you purchase products arranged by us, you will receive an invoice that directs your payment. If your premium is payable to Resilium, it will be banked into Resilium's trust account. Resilium will retain the commission from the premium you pay and remit the balance to the insurer in accordance with Resilium's arrangements with the insurer. Resilium will earn interest on amounts in their trust account and may invest such amounts to earn a return. Resilium will retain any interest or return on investments earned.</p> <p>If we arrange premium funding for you Resilium may be paid a commission by the premium funder. The commission that we are paid by the premium funder is 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 Resilium becomes entitled to the commission. Resilium commission rates for premium funding are in the range of 0 to 5% of funded premium. When we arrange premium funding for you, you can ask us what commission rates Resilium are paid for that funding arrangement compared to 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.</p> <p>Adviser Administration Fee</p> <p>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.</p> <p>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.</p>

	<p>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 Resilium insurance product, the amount payable (which may change) will be set out in the renewal notice.</p> <p>Depending on the circumstances, we may:</p> <ul style="list-style-type: none"> • reduce our commission (which may be to nil) and charge the fee; or • charge the fee in addition to receiving commission. <p>For Resilium branded products, Resilium 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.</p> <p>If we charge a fee for products issued by PI Direct or Cover-More Travel Insurance we will invoice you directly.</p> <p>If you cancel the insurance product, we will retain any fee we have charged you.</p>
Payments to Advisers	<p>Individual authorised representatives engaged by Milestone GI Pty Ltd are salary employed but may also receive a bonus payment for meeting sales targets].</p>
Other Benefits	<p>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 e.g. 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 Resilium or other licensees such as financial awards or marketing assistance.</p> <p>GIO will make incentive payments to Resilium if Resilium meets or exceeds agreed targets based on growth in written premium and insurance trading results.</p> <p>Conferences</p> <p>Each year, Resilium may hold an annual conference for its authorised representatives. Resilium subsidises the expenses of authorised representatives who wish to attend the conference, including our expenses if we choose to attend. The value of the subsidy will vary from year to year depending on the choice location and the overall cost of the conference.</p> <p><u>Payments for our general insurance book of business</u></p> <p>If we leave the general insurance industry, Resilium may agree to pay us an amount depending on the size of our book of general insurance business. The amount is valued at a predetermined rate based on, amongst other things, a multiple of the ongoing remuneration receivable by us on the book of business. In limited circumstances we may be permitted to transfer part of our book of business under these terms.</p> <p>We may also receive an amount for the transfer of the book to another Resilium authorised representative.</p>
Further Information	<p>Any other benefits we receive that may reasonably be considered to influence our advice and services to you will be disclosed in our advice.</p>