



**FINANCIAL
SERVICES
GUIDE**

Date: 21 February 2024

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This Financial Services Guide has been authorised for distribution by the authorising licensee:

MBS Advice Licence Pty Ltd (MBS Advice Licence)

ABN 25 654 854 136

Australian Financial Services Licence No. 536983 ('AFSL')

Level 6, 107 Mount Street

North Sydney, NSW 2060

Email: Website: www.mbsadvicellicence.com.au

Part 1

This Financial Services Guide ('FSG' or the 'Guide') provides you with important information about MBS Advice Licence Pty Ltd ('MBS Advice Licence'), and its Authorised Representatives, who will provide you with the financial services described in this Guide. It is designed to help you evaluate and make an informed decision about whether to use the financial services described in this Guide. We suggest you retain this Guide for your future reference. If any part of this Guide is not clear, please speak to your Adviser.

This Guide consists of two parts. Part 1 of this Guide contains important information about:

- the financial services we offer as Authorised Representatives of MBS Advice Licence
- MBS Advice Licence as the holder of an AFSL
- the financial services that MBS Advice Licence offer
- the process we follow to provide financial services
- how we, our associates, and MBS Advice Licence are paid
- any arrangements which may influence our advice to you
- how we and MBS Advice Licence protect your privacy and
- who to contact if you have a complaint or if you are not satisfied with the services provided

Part 2 of this Guide is an Adviser Profile and includes information on the services we are authorised to provide on behalf of MBS Advice Licence. References in this Guide to 'me', 'I', 'us', 'we' and/or 'our' must be read as either MBS Advice Licence or your 'Authorised Representatives' of MBS Advice Licence, as the context requires.

You must read each of these sections in conjunction with Part 2, which provides more detail to allow you to make an informed decision about whether to use the financial services we offer.

Together, these documents form the complete FSG which we, as Authorised Representatives, are required to provide.

MBS Advice Licence holds an AFSL No. 536983 issued by the Australian Securities and Investments Commission.

As an Authorised Representative, we act on behalf of MBS Advice Licence when providing the financial services we are authorised to provide under MBS Advice Licence's AFSL. Further information on these services is set out in Part 2 of the FSG - Adviser Profile.

Not Independent

As MBS Advice Licence receive commissions from life risk insurance products held by our clients, we are not able to refer to ourselves or our advice as 'independent', 'impartial', or 'unbiased'.

MBS Advice Licence Pty Ltd Registered Office:

Level 6, 107 Mount Street
North Sydney NSW 2060
Ph: 1300 100 722
E: info@mbsadvicelicense.com.au

Section 1

Financial Services Guide

What other information should you consider before deciding whether to proceed with our recommendation?

If you receive personal financial advice, this will be documented in a Statement of Advice (SOA), or in specific circumstances, a Record of Advice (ROA), that confirms the discussions you have had with us, the recommendations we are making and the basis for those recommendations. These documents will also explain how those recommendations will work towards achieving your goals, any relevant fees received by us, and any associations with financial product providers.

When a financial product is recommended to you, you will be provided with a Product Disclosure Statement (PDS) or other disclosure documents issued by the product provider.

Among other things, the PDS contains information about the risks, benefits, features and fees payable in respect of the product. In combination, these documents will help you make an informed decision about whether to proceed with our recommendations.

Who provides the financial services described in this FSG?

The financial services described in this FSG are provided by us as Authorised Representatives of MBS Advice Licence.

Part 2 of this Guide contains further details about your Adviser, our experience, qualifications and professional memberships.

Who is responsible for those financial services?

As the holder of an AFSL, MBS Advice Licence is responsible for the financial services we provide to you. MBS Advice Licence acts on its own behalf when these financial services are provided to you.

In relation to the financial services offered in this FSG, MBS Advice Licence, as the holder of an AFSL, does not act on behalf of any other person or licensee. MBS Advice Licence is only responsible for the services offered in this FSG.

The law requires MBS Advice Licence to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act (s912B of the Act) by MBS Advice Licence and/or its Authorised Representatives. MBS Advice Licence has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

What financial services do we offer?

MBS Advice Licence is able to provide financial product advice and to deal in a range of products (unless otherwise stated in Part 2 of this Guide) including:

- Life risk products
- Superannuation products

Some of the services you are able to access through MBS Advice Licence include:

- Personal and business insurance advice
- Superannuation advice as it relates to insurance advice only
- Claims Management Services

We are authorised to provide these services and products to both retail and wholesale clients.

MBS Advice Licence are not authorised to provide advice or services in the following areas:

- Deposit products
- Government debentures, stocks or bonds
- Standard margin lending facilities
- Derivatives
- Consumer credit advice and assistance
- Managed investment schemes
- Securities
- Strategic advice about consumer credit and consumer credit referrals
- Self-managed superannuation funds (except for insurance advice)
- Finance broking

Please ask your Adviser if you would like a referral for these services. If a specific fee is received for the referral, it is disclosed below in 'Fees and Charges'. It may also be disclosed in an advice document such as a Statement of Advice (SOA), if your Adviser provides you with personal advice.

There is an important difference between 'general advice' and 'personal advice'. If we provide you with 'general advice' it means that we have not considered any of your individual objectives, financial situation and needs.

If we provide you with 'personal advice' we will consider your individual objectives, financial situation and needs when making our recommendation to you.

We will only provide services to you, with your prior, informed consent. If you do not understand any of the information in this Financial Services Guide, or have any other questions relating to the terms on which we will be acting, please contact us.

In providing our services, other financial matters may arise, however, we are not authorised to assist with any financial products and services except those explained above. You should seek specific advice from the appropriate professionals on other matters relevant to you.

What products are available?

A range of financial products offered by many leading financial product providers are available for recommendation by us. Details of the available insurance products we can recommend are contained within our Approved Product List (APL).

We have an open APL when providing risk insurance advice, meaning we are able to provide advice on all personal and group risk insurance products in Australia.

Research houses provide us with financial product research, which is used to carefully select and maintain an extensive list of Approved Products for us to select from.

We will only recommend a product to you after considering its appropriateness to your individual objectives, financial situation and needs. The recommendations will be made after conducting an investigation into the financial products and may require us to investigate and consider a financial product which is not on the APL.

What documents do you get if we provide further advice?

Where we provide further advice and your circumstances and/or our advice has not significantly changed, we will provide you with a Record of Advice (ROA).

In the event your circumstances have changed and/or our advice is significantly different from our previous advice, we will provide you with a new SOA.

How can you instruct us?

You may specify how you would like to give us instructions, for example, by phone or email using any of the contact details set out in Part 2 of this Guide.

Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these must be confirmed in writing.

Other services

Examples of the services which MBS Advice Licence is not responsible for include:

- general insurance services (eg car, home, landlord insurance)
- taxation services, such as completion of tax returns
- accounting and audit services
- legal services

How are we paid for our services?

MBS Advice Licence may receive:

- fees paid by clients
- commissions paid by product providers
- other payments by product providers and
- other benefits

Fees and commission for providing you with our services are received (as directed by your Authorised Representative) by MBS Advice Licence. Corporate Authorised Representatives may receive up to 100% of any fees and commissions received by MBS Advice Licence.

Details of any fees, commission or other benefits that MBS Advice Licence, our Authorised Representatives, or other associated persons, are entitled to receive if you implement our recommendations in relation to a specific financial product, will be disclosed to you in your SOA or ROA when personal advice is given.

What type of fees, commissions, payments and other benefits do we receive for our services?

All fees described in this FSG include GST, unless otherwise noted.

If the fees, commission or other benefits are not calculable at the time we provide personal advice, we will describe the manner in which they are calculated at the time the advice given or as soon as practicable after. If you receive general advice you may request particulars of the fees, commissions and other benefits that we may receive, within a reasonable time after this FSG is given to you.

The types of fees, commissions and other benefits that may be received by us and by MBS Advice Licence include the following:

Fees for advice

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. If we charge a fee for our advice this will be outlined and disclosed in our individual adviser profile (FSG part 2). We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.

Referral fees

If we refer you to another business to provide you with services, we may receive referral fees. Those fees may vary according to the party to whom we are referring, and the products involved. We will provide written notification to you if we are likely to receive referral fees for referring you to another service provider.

Payment methods

Our fees are invoiced to you directly. In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you before we provide you with services.

Insurance Commissions

Initial and ongoing commissions from insurance providers may be received by MBS Advice Licence. These commissions are paid to MBS Advice Licence by the company that issues the product that MBS Advice Licensed Advisers recommend to you and are included in what you pay for the product.

The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to MBS Advice Licence. Ongoing commissions are payments paid by product issuers to MBS Advice Licence in the years after the first year. If you initiate an increase to your cover, MBS Advice Licence may receive initial and ongoing commissions on the annual increase to your policy cost. The ongoing commission on a client-initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

Date a new product is issued	Initial Commission (% of annual policy cost or increase excl GST)	Ongoing Commission pa (% of annual policy cost or increase excl GST)
From 1 January 2020	0-60%	0-30% *

* Up to 30% (excl GST) ongoing commission can be received where a level commission is paid.

MBS Advice Licence may receive the pre-1 January 2018 ongoing commission rates of up to 38.5% (excl GST) from the product issuer if:

- your policy was issued before 1 January 2018, and you exercise an option or apply for additional cover under your policy after 1 January 2018 or
- your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

Example

From 1 January 2020, you decide to increase your insurance cover. The cost of this increased cover is \$100. The initial commission payable to MBS Advice Licence in respect of this increase will be \$60 (60% excl. GST). The maximum ongoing commission payable to MBS Advice Licence in respect of this increase will be \$20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (ie 1 January 2021). These commissions may be passed onto us.

You will find details of how your insurance policy cost is calculated in the relevant PDS that we provide you.

Where personal advice is provided to you, you will also find details of the commission that MBS Advice Licence are entitled to receive, if you decide to purchase a life insurance product, in your SOA or ROA.

Does MBS Advice Licence charge any fees?

MBS Advice Licence will not charge you any additional fees. MBS Advice Licence will remit to its Corporate Authorised Representatives all fees and commissions we receive for the advice and services provided to you. Corporate Authorised Representatives will be charged an annual fee for the services MBS Advice Licence provide.

How are we and third parties remunerated?

All employees (including advisers) are employed by MBS Insurance Co Pty Ltd (ABN 56 612 480 270) or MBS Insurance WA Pty Ltd (ABN 54 642 658 080), related companies of MBS Advice Licence.

Employees, including any employees of a related body corporate are remunerated by salary and may also be rewarded an annual bonus. Bonuses will depend on several factors, including:

- Company performance;
- Professionalism and adherence to compliance procedures; and
- Team performance.

The Licensee's shareholders, including any shareholders of a related body corporate, will also receive a benefit (i.e. shareholder distribution) based on the Licensee's ongoing company performance.

You may request more details about the way these people or entities are remunerated within a reasonable time after receiving this document and before any financial services are given to you. If remuneration or other benefits are calculable at the time personal advice is given, it will be disclosed at the time that personal advice is given, or as soon as practicable afterwards. If remuneration is not calculable at that time, a statement of how the remuneration is calculated will be given to you at the time the advice is given, or as soon as practicable afterwards.

By using or continuing to use our services, you agree that:

1. All fees, commissions and charges received by us as described in this FSG (other than third party fees and charges) are a benefit given to us by you, in exchange for the services provided by us.
2. You understand, consent to, authorise and direct us to charge you in this way.

Joint venture arrangements

MBS Insurance has several joint venture arrangements in place with other businesses through which life insurance advice is provided to clients of that business. The details of the specific arrangement will be disclosed within the relevant SOA or ROA prior to undertaking any financial service. Where a profit is realised under the arrangement, it is split between MBS Insurance and the other business.

If you are referred to us, we may pay the referrer a fee. We may also provide the referrer with gifts such as branded promotional items, hampers or gift vouchers. The fee varies according to the referrer however, the fee is a percentage of the commission received through the referral. We may pay these fees upfront when the financial service is provided, or the financial product is provided, or periodically as ongoing commissions are received. Any referral payments will be disclosed within the SOA or ROA.

Conflicts of Interest, other benefits, and arrangements which may influence our advice to you?

MBS Advice Licence has policies and procedures in place to manage conflicts of interest as required by s912A (1) (aa) of the Corporations Act. We have an obligation to manage conflicts of interest and act in the best interests of our clients, and if there is a conflict, give priority to our clients' interests.

A benefit received by us, or a representative, will be considered conflicted if it could be reasonably expected to influence the advice given by us, or the representative.

From time to time we, or the representative, may accept alternative forms of remuneration from product providers or other parties. These benefits may include benefits such as hospitality, support connected with our professional development (e.g. training or sponsorship to attend conferences) and information technology. We maintain a register detailing any benefit received which is valued over \$100 and restrict any benefits with a value over \$300. A copy of the register is available on request for a small charge.

Identifying conflicts of interests is an ongoing obligation and subject to review by the Responsible Person, Compliance Manager and/or an external Compliance Auditor. Where conflicts of interest are identified, these are recorded and managed so as they do not influence the advice given. If it is determined that any benefit or arrangement may influence our advice, we will avoid the benefit or not provide the advice.

Insurer Partner Program

MBS Advice Licence has established a fixed fee Insurer Partner Program with TAL and Zurich for the purposes of education, training and information technology support. The fee is not based on the past or anticipated sale of the Insurer's products and will not influence advice that we give. This fee will not change the amount of the policy cost payable by you.

Section 2

Privacy Statement

Why we collect your personal information

We collect personal information, including sensitive information (eg health information), from you to provide you with services including financial advice.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to the products or services provided, and to help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

Collecting and disclosing your personal information

We may disclose your personal information to members we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a complaints body to whom a complaint relating to a product or service is referred, your past and present employers, any party acquiring an interest in our business and anyone acting on your behalf.

We may also collect from the parties listed above any personal information they may hold about you which relates to our provision of financial advice.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

MBS Advice Licence is also required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act) and its corresponding rules and regulations to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you, and from time to time in order to meet our legal obligations.

We have certain reporting obligations pursuant to the AML/CTF Act and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

Other important information

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available at www.mbsadvicelicense.com.au and covers:

- how you can access the personal information we hold about you and ask for it to be corrected
- how you may complain about a breach of the Privacy Act 1988 (Cth), or a registered privacy code and how we will deal with your complaint and
- how we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

We may use technology to accept digital signatures on select documents. Details of our digital signature use, collection and storage of information can be found in our Privacy Policy.

We will use your personal information to contact you or send you information about other products and services offered by us or our preferred suppliers. If you do not wish to receive marketing communications from us, please contact us.

Definitions

“We”, “our”, “us” means MBS Advice Licence Pty Ltd and its Authorised Representatives.

Section 3

Are you satisfied?

What to do if you have any concerns about our services

MBS Advice Licence and our representatives, endeavour to provide you with quality financial and personal risk insurance advice. If you have a complaint or concern about the service provided to you, we encourage you to take the following steps which is also documented in our Complaints Policy available on our website: www.mbsadvicellicence.com.au

1. Contact your Adviser first about your concern.
2. If your concern is not resolved to your satisfaction, you may contact MBS Advice Licence via the following ways:

In writing to the General Manager:

MBS Advice Licence Pty Ltd
Level 6, 107 Mount Street
North Sydney, NSW 2060

Email: info@mbsadvice.com.au

Phone: 1300 100 722

We will acknowledge receipt of your complaint and try to resolve it as quickly as possible. Generally where your complaint is made:

- verbally – we will acknowledge your complaint in the same manner [and, in writing, within one business day, or as soon as practicable];
- in writing – by email or via social media, we will acknowledge your complaint, in writing, within one business day or as soon as practicable thereafter.

When acknowledging your complaint, we will also have regard to any preferences you have communicated to us in relation to the way in which you wish for us to communicate with you.

If we cannot resolve your complaint immediately, we will need some time to investigate your concerns. We may also request that you provide us with further information to assist with our investigation.

We will generally provide you with our response to your complaint within 30 calendar days for standard complaints. In the event we are unable to respond to you within 30 calendar days, we will tell you the reasons for the delay and inform you of your right to complain to AFCA, providing their details.

1. If your concern is not resolved, or if you are not satisfied with the decision, you may contact the Australian Financial Complaints Authority (AFCA).

AFCA independently and impartially resolves disputes between consumers and financial service providers at no cost to you.

AFCA contact details:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Email: info@afca.org.au
Website: www.afca.org.au
Phone: 1800 931 678

FINANCIAL SERVICES GUIDE

Part 2 Adviser Profile

Date: 21 February 2024

Part 2

Part 2 (Adviser Profile) contains the following sections:

- About Your Advisers (Section 1)
- Services our Advisers Provide (Section 2)
- Fees and Charges (Section 3)

This document is Part 2 - Adviser Profile of the Financial Services Guide (FSG) and should be read in conjunction with Part 1.

Part 2 sets out specific details about our Authorised Representatives of MBS Advice Licence Pty Ltd (MBS Advice Licence). We are authorised by MBS Advice Licence to provide the financial services described in Part 1 and Part 2 - Adviser Profile of the FSG. We have also been authorised by MBS Advice Licence to distribute this FSG.

MBS Advice License Pty Ltd ('MBS Advice License')
ABN 25 654 854 136
Holder of Australian Financial Services Licence No.536983 ('AFSL')
Level 6, 107 Mount Street
North Sydney NSW 2060
Email: info@mbsadvicelicense.com.au
Website: www.mbsadvicelicense.com.au

Section 1

About Your Advisers

Who is your Adviser?

We collect personal information, including sensitive information (eg health information), from you to provide you with services including financial advice.

In this document, the terms 'I', 'me', 'us', 'we' and 'our' refers to your Adviser and Grange Private Insurance Pty Ltd ('Grange Private Insurance'). The term 'Representatives' refers generally to Authorised Representatives of MBS Advice Licence.

Grange Private Insurance (ABN 19 653 075 711) is a Corporate Authorised Representative (ASIC Number 1293639) of MBS Advice Licence Pty Ltd and is a related company of MBS Advice Licence

Our office contact details are:

Level 6, 107 Mount Street
North Sydney NSW 2060
Phone: 1300 100 722
Email: admin@grangepi.com.au

How can you provide your instructions to us?

You may provide us with instructions by using any of the contact details above.

Privacy Statement

In addition to the information provided in the MBS Advice Licence FSG Part 1 on how we collect, hold, use and disclose your personal information, and how we manage this information, further details around privacy are available at www.mbsadvicelicense.com.au.

Section 2

Services Our Advisers Provide

What areas are Grange Private Insurance Advisers authorised to provide advice on?

All Advisers are authorised by MBS Advice Licence to provide financial services, including advice or services in the following areas:

- Personal Life Insurance (including Life, TPD, Trauma, Income Protection and Business Expenses)
- Business Insurance products for succession planning and keyperson protection
- Superannuation (as it relates to insurance advice only)

SIMON BENNETT

Adviser
Authorised Representative No: 1255826
Mobile: 0439 726 525
Email: simon@grangepi.com.au

Experience

Simon has spent several years in the insurance industry, both as an adviser and as a Business Development Manager. He became an adviser in 2017, specialising in risk insurance advice.

Qualifications and Professional Memberships

- Advanced Diploma of Financial Services

Associations and / or Relationships

Simon Bennett has an association with MBS Insurance Co Pty Ltd as an Employee.

Remuneration

Simon receives a salary as an Employee of MBS Insurance Co Pty Ltd. An annual bonus based on overall performance may be paid as determined by MBS Insurance Co Pty Ltd.

EMMA CLARK

Adviser
Authorised Representative No: 1271012
Mobile: 0403 594 505
Email: emma@grangepi.com.au

Experience

Emma has worked in the financial services industry since 2017, initially in client support roles, before becoming a specialised risk insurance adviser in 2018.

Qualifications and Professional Memberships

- Diploma of Financial Planning
- Graduate Diploma of Financial Planning

Associations and / or Relationships

Emma has no other associations other than as an employee of MBS Insurance Co Pty Ltd.

Remuneration

Emma receives a salary as an employee of MBS Insurance Co Pty Ltd. An annual bonus based on overall performance may be paid as determined by MBS Insurance Co Pty Ltd.

Section 3

Fees and Charges

How will your Insurance Adviser be paid for services provided?

All fees and commissions disclosed in the FSG which are attributable to the services provided to you are paid to MBS Advice Licence.

As disclosed in Section 2, your Adviser is paid a salary and a bonus. While commissions are payable based on the premiums you pay, the commissions are not an additional fee to you. Grange Private Insurance may charge you a fee for the advice provided.

The commission we receive assists in the implementation of the advice provided in the SOA, including gathering information, submitting applications, liaising with underwriters etc.

Note: Remuneration and payment will be agreed before you become a client of Grange Private Insurance. Full details of all fees and/or commissions and any other relevant remuneration benefits will be provided to you in a Statement of Advice (SOA) or Record of Advice (ROA) and Product Disclosure Statements (PDS), should we proceed to providing you with personal advice.

What amount does Grange Private Insurance receive?

MBS Advice Licence receives all fees and commissions payable for the services we provide, and pays 100% of all the fees and commissions it receives to Grange Private Insurance. Where a profit is realised, 50% of the profit is paid to Grange Wealth Advisors Pty Ltd and 50% is paid to MB Insurance Holdings Pty Ltd.

What other benefits does Grange Private Insurance receive?

In addition to the remuneration detailed above, we are eligible to qualify for other benefits and entitlements as detailed below.

We maintain a register detailing any benefit we receive which is valued between \$100 and \$300, and other benefits that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

Payments to external parties

If you have been referred to Grange Private Insurance by an external party and you accept the services we provide, we may make a payment to the external party for that referral. Any amount payable will be disclosed in the SOA provided to you. This will be paid by Grange Private Insurance to the external party and will be at no additional cost to you.

Will your Adviser be paid when making a referral?

Grange Private Insurance may receive a payment for making a referral to an external specialist such as an accountant, mortgage broker or solicitor. Your Adviser does not receive any payments or benefits for referrals made. All referral payments are paid to Grange Private Insurance and not paid to your Adviser for the referral. Any amount payable will be disclosed in the SOA provided to you. This will be paid by the external specialist and will be at no additional cost to you.