

# FINANCIAL SERVICES GUIDE

January 2022



Nutrien Ag Solutions is an authorised representative of

**MARSH ADVANTAGE  
INSURANCE**

**Nutrien**  
Insurance

## PLEASE NOTE – NOT INDEPENDENT

Marsh Advantage Insurance Pty Ltd (Marsh Advantage Insurance) is not independent, impartial or unbiased because:

**We or our representatives or associates may receive remuneration or other gifts or benefit, which may reasonably be expected to influence the advice provided from you, from:**

- the issuer of the product you buy (e.g. commission that we retain);
- profit share, reward for growth and/or business support arrangements with the issuer of the product;
- administrative service fees or expense reimbursements for some services we provide to the issuer of the product; or
- other third parties for related services provided in connection with the advice service (e.g. premium funding, or reinsurance services),

**We or our representatives may be subject to direct or indirect restrictions relating to the financial products in respect of which advice is provided; and**

**We or our representatives or associates have associations or relationships with issuers of financial products and others that might reasonably be expected to influence the advice provided to you:**

- Victor Insurance Pty Ltd (ABN 11 146 607 838) and Victor Insurance Australia Pty Ltd (ABN 83 161 243 198) are both underwriting agencies, acting on behalf of the issuer of the product, and also an associate of Marsh Advantage Insurance;
- JLT Group Services Pty Limited ABN 26 004 485 214, AFS Licence 417964 (JGS) is an associated entity of Marsh Advantage Insurance. JGS is the Trustee of Discretionary Trust Arrangements (the DT Arrangements) under various Trust Deeds and manages the DT Arrangements. JGS issues the DT Arrangement to you.
- We explain such arrangements in more detail in this document at the Our Remuneration section and you are welcome to ask us for more detail.
- However, it is important to note that when providing advice we are required under the Corporations Act to always act in your best interests. We also have policies and procedures for the proper management of conflicts of interests. You are welcome to ask us for more detail.

# TERMS OF ENGAGEMENT & OTHER IMPORTANT INFORMATION

This Document provides you with information you may need to know about the services Marsh Advantage Insurance Pty Ltd (Marsh Advantage Insurance) and Nutrien Ag Solutions (in its capacity as Authorised Representative of Marsh Advantage Insurance) provides for you and contains the Terms of Engagement which apply between you and Marsh Advantage Insurance. Please read this Document in conjunction with the [Important Notices and Terms of Engagement attachments](#) and our renewal or quotation documents which give you more detail to make an informed decision about whether to use the financial services we offer. Together these documents form the complete Financial Services Guide.

If you have a disability or have difficulty understanding English, then please contact us to request this information in a more accessible format for you (e.g. larger print or translated into your native language), and where reasonably practicable we will assist you.

We also encourage you to read everything here to better understand important aspects about your relationship with us, such as:

- who we are
- the services we can offer you
- how to communicate with us most effectively
- how we work for you
- our commitment to dealing responsibly and efficiently with you
- how we work with Australian and global insurers to arrange the insurance products most suited to your needs
- how to make a claim
- privacy
- how we are paid for the services we provide to you
- important terms of our agreement with you
- how to contact us to ensure any problems or complaints are addressed quickly and efficiently
- special considerations for “retail clients” as that term is defined in the Corporations Act 2001 (Cth).

Under Australian law, we are required to provide some of this information to you. Additionally, we provide you with a full suite of information about how we work for you. This is part of our commitment to openness and transparency.

## WHERE TO FIND FURTHER INFORMATION

You can find further information about Marsh Advantage Insurance by either contacting your Marsh Advantage Insurance representative or on our website at [www.marshadvantage.com.au](http://www.marshadvantage.com.au).

## HOW YOU CAN CONTACT US ABOUT YOUR INSURANCE OR SERVICE REQUIREMENTS

To make things as easy as possible for you, you can give us your instructions by telephone, in writing or in person, or by any other means which we agree with you. Just contact your Marsh Advantage Insurance representative to arrange your preferred method of contact.

## Marsh Advantage Insurance – Working For You

### WHO ARE WE?

Marsh Advantage Insurance Pty Ltd (ABN 31 081 358 303), Australian Financial Services Licence (AFSL) No 238369 (Marsh Advantage Insurance), will be providing the financial services described in this document on your behalf. Marsh Advantage Insurance is a subsidiary of Marsh Inc. Marsh Inc. is a world leader in delivering risk and insurance services and solutions to clients.

Global risk management consulting, insurance broking and insurance program management services are provided for businesses, professional services organisations and private clients under the Marsh Advantage Insurance name.

Marsh Advantage Insurance's ultimate parent is Marsh & McLennan Companies, Inc. (MMC) which is a public company listed on the New York, Chicago and London stock exchanges.

### OUR COMMITMENT TO YOU

We are committed to providing you with quality products, services and advice. In the provision of our insurance and other services, we will act professionally and efficiently.

### YOUR MARSH ADVANTAGE INSURANCE REPRESENTATIVE

The financial services offered in this FSG are provided on behalf of Marsh Advantage Insurance Pty Ltd by its Authorised Representative:

Nutrien Ag Solutions  
ABN: 73 008 743 217 | Authorised Representative No.275140  
737 Bourke Street, Docklands VIC 3008  
Tel: 03 9209 2000  
[www.nutrienagsolutions.com.au](http://www.nutrienagsolutions.com.au)  
Nutrien Ag Solutions is part of the NUTRIEN Group of Companies

They will be your primary point of contact and will work as your partner. Marsh Advantage Insurance employees may work to support your Marsh Advantage Insurance Authorised Representative.

In some circumstances, we may automatically renew your existing policy with your current insurer as per expiring policy details. You will be notified in our renewal or quotation document if this is relevant to the financial service offered or provided to you. Where this arrangement is in place, you can contact us at any time in order to stop automatic renewals

## Information Concerning Our Retail Clients

This document serves as our Financial Services Guide (FSG). This section is of specific relevance to our retail clients, as that term is defined in the Corporations Act 2001 (Cth) as:

- Individuals, or small businesses that employ less than 20 people, or if manufacturing businesses, less than 100 people.
- AND
- Where our service or advice relates to one or more of these insurances: Motor Vehicle (includes Motorcycles, however excludes CTP and motor vehicles with a carrying capacity in excess of 2 tonnes), Home building/contents, Sickness and accident, Consumer credit, Travel, Personal and domestic property, Medical indemnity or any other general insurance product prescribed by regulation.

### DOCUMENTS WE MAY GIVE YOU

If you would like another copy of this Document, you can find it on our website at [www.marshadvantage.com.au/financial-services-guide.html](http://www.marshadvantage.com.au/financial-services-guide.html) or contact your Marsh Advantage Insurance representative.

If we recommend that you acquire or we offer to issue or arrange to issue you a financial product as a retail client as defined in the Corporations Act (Retail Client), we will give you information about the particular financial product by providing you with a Product Disclosure Statement (PDS). This will help you to make an informed decision about that product.

### GENERAL ADVICE WARNING

In most instances we will provide you with general advice for any type of insurance product i.e. advice which does not take into account your objectives, financial situation or needs. If we provide general advice, we will give you a General Advice Warning at that time. To help you decide if our advice suits you, please read the PDS. We are also happy to provide you with further information.

### PROVIDING YOU WITH PERSONAL ADVICE

If we provide you with any personal advice for sickness and accident insurance, or a consumer credit insurance product, which takes into account your objectives, financial situation or needs, you will receive from us a Statement of Advice (SOA). The SOA will contain our advice, the basis on which our advice is given and information about the remuneration, fees, commissions, other benefits and any association and relationships that may have influenced the giving of our advice.

For all other types of general insurance products, we will provide you with information about how we are remunerated including any benefits we would receive and any relevant interests or relationships that might be considered as influencing us in the advice or recommendation we have provided.

The information we provide in our SOA (where applicable) or other disclosure document about any commissions, fees and any other benefits will be advised in actual dollar amounts where possible (or if it is not known, the manner of calculation) that might reasonably be expected to be, or have been capable of influencing us in providing the advice.

### COOLING OFF PERIOD

Retail Clients may be entitled to a minimum 14 day cooling-off period from the date cover commences during which you may return the insurance policy and receive a refund of the insurance premium paid (less amounts lawfully deducted). This is subject to the requirements of the Corporations Act 2001 and the terms and conditions of your policy. This does not affect any other cancellation rights you may have under your policy.

You should check your PDS and/or policy document when you receive it to be sure you have the cover you require. If the cover does not meet your needs or you have any questions about your cooling off rights, simply contact your Marsh Advantage Insurance representative for information.

### CONFIRMING YOUR TRANSACTION

We would be pleased to confirm any details about your insurance policies and transactions. Please contact your Marsh Advantage Insurance representative by telephone or in writing to confirm any transactions (such as renewals and endorsements) under your policy. If necessary, we will obtain the information for you from the insurer on your behalf.

## Our Local and Global Servicing Capabilities

Under Marsh Advantage Insurance's AFSL, we are licensed to provide advice on general insurance products, as an insurance broker and also to deal in these products..

- Marsh Advantage Insurance's client focused approach and technical ability spans a wide and diverse range of industries and insurance markets. This enables us to provide sophisticated program design and innovative risk management solutions.
- Our skilled broking abilities include professional advice and expertise in the areas of self-funding mechanisms, catastrophe analysis, protection and disaster recovery.
- Where required, Marsh Advantage Insurance has the ability to integrate global programs using our worldwide network and approved correspondent brokers.

Marsh Advantage Insurance can arrange/provide a vast range of Insurance/Risk Products and Services including the following:

### INSURANCE/RISK PRODUCTS

- Alternative Risk Transfer including Captives
- Accident & Health
- Aviation
- Casualty/General Liability & Workers Compensation
- Contract Works
- Crime
- Cyber
- Directors & Officers Liability
- Domestic/Personal Lines
- Employee Benefits
- Engineering
- Environmental
- Income Protection
- Life
- Livestock/Bloodstock
- Marine Cargo and Transit
- Marine Hull/ Protection & Indemnity
- Motor
- Professional Indemnity
- Property and Business Interruption
- Surety
- Reinsurance
- Trade Credit and Political Risk
- Travel
- Warranty & Indemnity

### SERVICES

- Insurance Broking & Marketing
- Affinity, Specialty Programs, Trade Associations & Franchises Insurance Solutions
- Claims Management
- Captive Management
- Arranging of Affinity Schemes
- Introducing Premium Funding
- Risk Analytics and Risk Consulting
- Forensic Accounting & Claims Services
- Loss Adjusting
- Valuations
- Workers' Compensation Management
- Health & Wellbeing Programs
- Occupational Health & Safety
- Workplace Health, Safety and Rehabilitation & Training Solutions (via The Recovre Group Pty Ltd)
- SME Insurance & Risk Solutions
- Media and Entertainment
- Mergers & Acquisitions

## Insurance Broking – How it Works

### COLLECTING INFORMATION

Except in circumstances where we have notified you in our renewal document that we will automatically renew your existing policy with your current insurer as per expiring policy details, we will help establish your insurance requirements before our negotiations with insurers commence on your behalf. To do this we will need you to provide us with complete information about the risk(s) to be insured. If we are to provide you with personal advice, then we will need you to provide us with complete information about your situation and your needs and objectives.

You should tell us about any relevant changes to the information you provide, as they occur. Please see the Duty of Disclosure section for more information about this.

If you are unable to or choose not to provide some information to us, this may limit our ability to make appropriate recommendations.

### QUOTING AND PLACING INSURANCE ON YOUR BEHALF

If appropriate, we will identify the local and overseas markets to be approached to determine the most competitive insurance coverage. If we are not marketing your risk to more than one insurer then we will specifically advise you that there is only one option. Your Marsh Advantage Insurance representative will provide you with general advice to help you to make an informed decision.

When you have made your decision, we will ensure that your instructions are implemented quickly and efficiently. Any inability to fulfil your instructions will be brought to your attention immediately.

### WHOM DO WE ACT FOR WHEN WE PROVIDE SERVICES?

We normally provide financial services on your behalf. Occasionally, where we have negotiated facilities to the benefit of our clients, we may act as agent of the insurer and not for you. For example, we may have an authority to arrange an insurance policy under a binding arrangement with the insurer, which means we can enter into the contract on the insurer's behalf or handle and/or settle claims on their behalf. When we do this, we will specifically advise you.

Nutrien Ag Solutions is also appointed as a referral partner of Insurance Australia Limited (ABN 11 000 016 722, AFS Licence No. 227681) trading as WFI for some insurance policies. When you ask Nutrien Ag Solutions to arrange a WFI policy relating to businesses, assets or exposures located in Western Australia for you, Nutrien Ag Solutions has not compared the policy to other policies available in the market, no advice is provided in relation to the policy, and any financial services are not provided by Marsh Advantage Insurance.

### YOUR INVOICE AND PAYMENT TERMS

Your invoice will state the amount of total premium, statutory charges plus any fees you need to pay and the date on which they are payable. Our usual terms of payment are 14 days from the date of our invoice. Failure to pay on time may result in the insurer having the right to cancel the policy.

When your insurance arrangements are complete, we will confirm this with you in writing and will forward the appropriate policy documentation to you. Our correspondence with you will provide you with any evidence of the insurance held you may need in the future. The policy documentation or Marsh Advantage Insurance correspondence will comprehensively set out the contractual terms and conditions of the insurance.

You should check the documentation and satisfy yourself that it is entirely in accordance with your understanding and instructions. Just let your Marsh Advantage Insurance representative know if you have any concerns.

## Claims Services – How they work for You

### HOW TO MAKE A CLAIM

You should notify us of any claims as soon as you can (except where your policy provides for notifying your insurer directly). If you have a third party claim, you must not admit liability. It is very important that you observe all conditions in your policy about the reporting and handling of claims – failure to do so could lead to your claim not being paid.

When we receive a claim notification from you, we will notify the insurer of the claim in a timely fashion. We will confirm with you in writing when the notification has been made. We will then promptly let you know any information, comments or advice received from the insurer about your claim.

In some circumstances, we (or other entities in our group) may be acting on behalf of the insurer when handling and/or settling claims against policies we have arranged on your behalf or bound on behalf of the insurer. If we are acting in a dual capacity such as this, we will specifically advise you. If applicable, this will mean we (or other entities in our group) handle and settle claims as their agent and not for you and will be remunerated by the insurer for those services. This remuneration is in addition to our broking fee and/or commission for this class of insurance.

Your Marsh Advantage Insurance representative can provide you with any additional information you need.

## MANAGING YOUR CLAIM

When managing claims on your behalf we are committed to providing you with prompt and efficient claims services that will:

- diligently pursue the settlement and collection of any claim under your insurance policy
- always seek to secure the fullest recovery possible
- keep you informed of the progress of the claim
- provide you with written confirmation of the acceptance of the claim and the amount of settlement agreed by the insurer

## CLAIMS MADE POLICY

Some policies we arrange may be subject to "Claims Made" provisions. This means that claims, or possible claims, must be notified to the insurer while the policy is current. Such policies will not provide indemnity for claims, or possible claims, notified after the policy expires. We will advise you when your policy is a Claims Made policy.

## Security Measures

Marsh Advantage Insurance has established minimum financial guidelines for the insurers we use to help provide a relative framework and highlight insurer solvency. We attempt to keep our clients informed about changes in the insurance marketplace, but Marsh Advantage Insurance does not guarantee the solvency of any insuring entity or its ability or willingness to pay claims, return premiums or other financial obligations.

Marsh Advantage Insurance's Market Information Group (MIG) is responsible for following and analysing the financial condition of the insurance companies with which Marsh Advantage Insurance places business. MIG analyses public financial information.

In circumstances where we provide a client with a quote from an insurer below Marsh Advantage Insurance's guidelines, we will advise the client in our renewal or quotation document and only place the insurance with them in accordance with the client's instructions.

Where we advise you of an insurer's 'Standard & Poor's' (or equivalent) credit rating this does not apply in relation to any insurances arranged for you as a retail client as that term is defined in the Corporations Act 2001 (Cth).

## Our Remuneration

### HOW ARE WE AND OUR AUTHORISED REPRESENTATIVES PAID FOR THE SERVICES WE PROVIDE?

As an insurance broker, there are several ways we can be paid. In general, our principal remuneration for arranging insurance on your behalf is either by way of commission paid by the Insurer and/or a fee (including a service fee and an administration fee) to be paid by you:

- Commission paid to us by the insurer as a percentage of the insurance premium paid by you before stamp duty, emergency/fire services levy, GST and any other government charges, taxes, fees or levies. The rate of commission depends on the policy and may range from 0% to 30%. The commission is included in the premium charged and covers things such as expenses we incur in arranging the insurance and a profit component. We retain the commission from the premium you pay us and remit the balance to the insurer.

We may receive a commission on each renewal, reinstatement or some variations to your policy. The rate of commission depends on the policy and may range from 0% to 30%.

OR

- a fee

OR

- a combination of commission paid by the Insurer and a fee.

Commission and fees are earned for the policy period. We are entitled to retain all commission and fees covering the full policy period for policies placed by us on your behalf, even where an insurance policy is amended, terminated or otherwise cancelled.

We may also charge you (with your agreement) a fee for any special advisory or additional claims-related services.

Marsh Advantage Insurance will then pay to the Authorised Representative described in this FSG a share of the commission received by Marsh Advantage Insurance from Insurers, and any broker and/or administration fee shown on your invoice at the rate between 75% and 100%.

In addition, the Authorised Representative may also earn additional remuneration paid by Marsh Advantage Insurance, which is measured against pre-determined objectives including contribution towards financial growth.

In addition to the commission and fees above Marsh Advantage Insurance may also receive other types of income from insurers, including:

- When you pay us your premium it will be banked into our trust account. We retain our remuneration from the total you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while it is in our trust account. We will retain any interest earned. We may earn interest or benefit from foreign exchange differentials in the process of handling client money.
- Expense allowances or commissions from insurers for managing binding authorities, delegated claims handling authorities and other similar facilities (including any claims which may arise under such arrangements). If we obtain the assistance of another broker or Associated Entity (as that term is defined in the Corporations Act 2001 (Cth)) in order to carry out your instructions to arrange contracts of insurance, the other broker or Associated Entity may receive additional remuneration from the relevant insurer or charge a fee to you.
- Additional remuneration from insurers with whom we have profit share, reward for growth and/or business support arrangements. The remuneration is payable if we and companies in the Marsh group of companies ("Intermediary Companies") meet certain agreed sales and/or profitability targets set by the insurer. Where we are involved in such arrangements, we may be considered to have an incentive to place your insurance with a specific insurer. In order to control any potential conflict of interest arising from such services we employ and act in accordance with our policies and procedures to avoid conflicts arising.

We may also receive profit share, reward for growth and business support remuneration agreed with an insurer that apply to a financial product that we arrange for you.

- If we arrange premium funding for you we will be paid commission and/or a fee by the premium funder. The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including stamp duty, emergency/fire services levy, GST and any other government charges, taxes, fees or levies). If you instruct us to arrange or issue a financial product, this is when we become entitled to the commission and/or a fee. Premium funders also pay us and our Associated Entity an annual distribution fee in relation to the loan business we introduce.

Administrative service fees or expense reimbursements for some services we provide to insurers as part of providing them business or through the claims process.

All fees, commissions and expenses are (unless otherwise expressly stated) exclusive of GST, which will be added as appropriate.

We will answer any questions you may have about our remuneration to ensure you are clearly informed.

#### MARSH ADVANTAGE INSURANCE REPRESENTATIVES' SALARIES, COMMISSIONS, FEES AND NON-MONETARY BENEFITS

Our representatives receive an annual salary which may include a bonus based on performance. They may also from time to time be eligible to receive incentives or bonuses based on service, retention and increasing new business.

Our representatives may also receive non-monetary benefits from insurers. This may include training, entertainment at sporting events, or hospitality including lunches and attendance at insurer sponsored functions. It is not possible to determine in advance what, if any, non-monetary benefit a representative may receive and these benefits are not generally attributed to any particular product. Marsh Advantage Insurance has compliance policies that ensure these do not create a conflict with your interests.

#### WHAT RELATIONSHIPS OR ASSOCIATIONS EXIST WHICH MIGHT INFLUENCE THE PROVISION OF OUR FINANCIAL SERVICES?

We will answer any questions you may have about the following relationships and associations and in particular our remuneration to ensure you are clearly informed.

##### Referrers

Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will tell you.

##### Placements with companies within the Marsh Group of Companies

Some insurance risks may be placed by us with an Intermediary Company who act as intermediaries. An Intermediary Company is remunerated under its contractual arrangements with the relevant insurer. The remuneration depends on the policy and the insurer and may range from 0% to 15% of premium and/or flat fees. The amount that we are remunerated is not affected if we place an insurance risk through an Intermediary Company. As outlined above, our Intermediary Companies may also receive remuneration in the form of profit share arrangements.

An Intermediary Company, Marsh & McLennan Agency Pty Ltd (MMA) may assist in placing some of the insurance policies recommended in our renewal or quotation documents via their on-line portal. This internet based system allows for the efficient transfer of underwriting information to facility insurers competing for business and the ability to issue policy documentation on line. It has also developed policy wordings for certain products (only available via MMA). Clients enjoy the benefits of MMA systems, services and products, and insurers are provided with an efficient delivery model that can significantly reduce their administration costs. MMA is remunerated by administration fees which are calculated as a percentage of premium and/or on a flat fee basis and are paid by the participating insurers.



MMA may also obtain additional benefits from some of the facility insurers by way of profit share which is determined by the underwriting profitability of eligible insurance policies placed through MMA's on-line portal with the particular insurer. This remuneration is payable if certain agreed sales and/or profitability targets set by the insurer are met. Where we are involved in such arrangements, Marsh Advantage Insurance and MMA may be considered to have an incentive to place your insurance with a specific insurer. In order to manage any potential conflict of interest arising from such services we employ policies and procedures which include segregation of duties between MMA and your Marsh Advantage Insurance representative via specific rules, access right restrictions and controls to manage or avoid such conflicts arising.

#### Consulting, Data Analytics or Other Services

Marsh Advantage Insurance receives compensation from insurers for providing consulting, data analytics, or other services. The services are designed to improve product offerings available to our insurance broking clients, assist insurers in identifying new opportunities, and enhance insurers' operational efficiency. The scope and nature of services vary by insurer and by geography. In Australia, this compensation is paid in the form of a fixed fee.

Where any of the arrangements with insurers above are in place, Marsh Advantage Insurance and the Intermediary Company may be considered to have an incentive to place a client's insurance with these insurers. In order to control any potential conflict of interest arising from such services we employ policies and procedures which include segregation of duties between MMA and your servicing broker or authorised representative via specific rules, access right restrictions and controls to manage or avoid such conflicts arising.

#### Reinsurance Broking

We may also act as reinsurance broker to arrange facultative or treaty reinsurance for insurers with whom we have placed your insurances and we receive additional remuneration by way of commission or administrative fee for such services.

These reinsurance placements are separate and distinct contracts where we act as the agent of the insurers concerned.

#### Underwriting Agencies

Victor Insurance Pty Ltd (ABN 11 146 607 838) and Victor Insurance Australia Pty Ltd (ABN 83 161 243 198) are both underwriting agencies, and are each an Associated Entity of Marsh. Victor Insurance Pty Ltd is an authorised representative of Marsh Pty Ltd and Victor Insurance Australia Pty Ltd is an authorised representative of MMA. They have the authority to review, quote and bind coverage and service policies on behalf of certain insurance companies which they represent. In addition, they may also manage and settle claims for these policies on behalf of the insurance companies. In such capacity, they are acting solely as an agent of the applicable insurance company and are paid compensation by the insurance company for the services they perform as an underwriting manager. They receive commission paid to them by the insurer as a percentage of the insurance premium paid by you before stamp duty, fire services levy, GST and any other government charges, taxes, fees or levies. They will also receive from the insurer a share of the underwriting profits generated from the business introduced to the insurer. All commissions and fees include GST and are incorporated within the cost of the product.

We will advise you when your insurances are placed through or claims are settled or handled by either Victor Insurance Pty Ltd or Victor Insurance Australia Pty Ltd.

#### JLT Group Services Pty Ltd – Trustee of JLT Discretionary Trust Arrangements

JLT Group Services Pty Limited ABN 26 004 485 214, AFS Licence 417964 (JGS) and JLT Risk Solutions Pty Ltd ABN 69 009 098 864, AFS Licence 226827 (JLT Risk Solutions) are Associated Entities of Marsh Advantage Insurance. JGS is the Trustee of Discretionary Trust Arrangements (the DT Arrangements) under various Trust Deeds and manages the DT Arrangements. JGS issues the DT Arrangement to you.

JGS is also authorised to operate custodial and depository services other than investor directed portfolio services. JGS is a provider of incidental custodial and depository services and as such is not required to meet the financial requirements applicable to custodians and depository service providers generally.

Any financial product advice relating to a DT Arrangement is provided by JLT Risk Solutions. Where this is done, JLT Risk Solutions will recommend that you read the relevant Product Disclosure Statement issued by JGS to ensure the advice suits your needs.

JLT Risk Solutions may also provide advice and dealing services to JGS as the product issuer and trustee of the DT Arrangements in relation to the insurance cover under the DT Arrangement.

As issuer of the DT Arrangements, JGS will charge you a contribution to become a member of a DT Arrangement. This contribution:

1. provides for claims against the Trust, claims management fees, insurance premium and taxes, Marsh Advantage Insurance broking fees where applicable, risk management service fees, external service providers costs (legal, audit, tax, actuarial) and JGS scheme management fee;
2. is based on a number of factors including the risk profile, chosen self-retention / individual member deductible levels and the type and amount of cover provided (plus relevant taxes), which we calculate and tell you before you decide whether to become a member of a DT Arrangement; and
3. must be paid before you can become a member of the DT Arrangement.

Where you use JGS's services you will be charged a separate fee.

Where a promoter is involved in a DT Arrangement it is paid a fee by JGS. JGS may also provide sponsorship, financial or other benefits to that promoter.

#### Echelon Australia Pty Ltd

Echelon Australia Pty Ltd ABN 96 085 720 056 (Echelon) is an Associated Entity of Marsh Advantage Insurance. Echelon provides services in relation to the JDT Arrangements. When you use Echelon's services, you will be charged a separate fee.

From time to time, Echelon also provides claims handling services for the insurer and will be remunerated by them on a fee for service basis. This happens in relation to the Excess of Loss Insurance Cover of the DT arrangements to ensure that it can manage your claims against both covers of the DT with consistency. In such circumstances, Echelon will be managing claims on behalf of the Trustee when the claim is against the Scheme Cover of the DT and on behalf of the insurer when it is against the Excess of Loss Insurance Cover. In this situation, JLT Risk Solutions will also have arranged the DT cover on your behalf. For more information about the Scheme Cover and the Excess of Loss Insurance Cover and all other material product features of the DTs, please refer to the relevant PDSs available from JLT Risk Solutions .

In any other circumstance where Echelon may handle claims on behalf of the insurer for policies of insurance we have arranged for you, we will specifically advise you of this. If applicable, this will mean we handle and settle claims as their agent and not for you and will be remunerated by the insurer for those services. This remuneration is in addition to our broking fee and/or commission for this class of insurance.

#### The Recovre Group Pty Ltd

The Recovre Group Pty Ltd ABN 35 003 330 167 (Recovre) is an Associated Entity of Marsh Advantage Insurance. Recovre is one of Australia's leading providers of specialised Workplace Rehabilitation and Work Health and Safety services.

Where you use Recovre's services you will be charged a separate fee.

#### Marsh Valuation Services

Marsh Valuation Services (MVS) is a division of an Associated Entity of Marsh Advantage Insurance. MVS forms part of Marsh Advantage Insurance's valuations offering undertaking valuations of property, plant, equipment and infrastructure assets for financial reporting, accounting and insurance purposes.

Where you use MVS services you will be charged a separate fee.

## Compensation Arrangements

In accordance with s912B of the Corporations Act, Marsh Advantage Insurance holds professional indemnity insurance which may cover claims arising out of the conduct of Marsh Advantage Insurance, its employees and representatives in the provision of services by Marsh Advantage Insurance. The policy also covers Marsh Advantage Insurance (subject to its terms and conditions) for work done for Marsh Advantage Insurance by employees and representatives who no longer work for Marsh Advantage Insurance (but who did at the time of the relevant conduct). Nutrien Ag Solutions also hold its own insurance for this purpose.

## How we protect your privacy

We are committed to protecting your privacy. For details of the management (including collection, use and disclosure) of your personal information by Nutrien Ag Solutions or by the Nutrien Group, and how you may access or correct it, or how to make a complaint if you think we have breached the privacy law, please refer to Nutrien Ag Solutions' privacy policy located at [www.NutrienAgSolutions.com.au/privacy-and-security](http://www.NutrienAgSolutions.com.au/privacy-and-security). We always give you the option of not receiving direct marketing communications and if you do not wish to receive these or any other information on Nutrien Ag Solutions or Nutrien Group products and services, please contact us on 03 9209 2000 or visit our website [www.NutrienAgSolutions.com.au](http://www.NutrienAgSolutions.com.au).

By submitting your insurance details to us, you agree for those details to be:

- a) passed onto relevant insurers, in which case we may disclose your information to obtain an obligation-free quote and in the course of arranging insurance for you, making a claim or handling a complaint; and
- b) passed onto members of the Nutrien Group,

in which case we may disclose your information to those insurers or members of the Nutrien Group to better service your needs.

For details of whether any of these companies are located overseas please visit our privacy policy located at [www.NutrienAgSolutions.com.au/privacy-and-security](http://www.NutrienAgSolutions.com.au/privacy-and-security).

## Ensuring your Satisfaction – What to do if you have a complaint

- If you are dissatisfied with our service in any way, contact us and we will attempt to resolve the matter in accordance with our own

internal dispute resolution procedure, a copy of which is available upon request. In the first instance you should address any concern or complaint to the Marsh Advantage Insurance representative servicing your account. Alternatively, you may contact the Marsh Advantage Insurance Complaints Officer on (03) 9603 2338 or email [complaints.australia@marsh.com](mailto:complaints.australia@marsh.com).

- If your Marsh Advantage Insurance representative is unable to resolve your complaint, or if you are dissatisfied with the response, it will be escalated to our Complaints Officer to investigate and take appropriate action. You will be advised within 30 days of our decision. If the matter is complex and a longer period is required you will be informed.
- If you are not satisfied with our final decision; you may be able to refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA's role is to assist consumers and small business resolve disputes with financial service providers including their broker or their insurance company. Third party motor vehicle claimants who are uninsured can also access AFCA.

If you have any query about whether your complaint can be handled within AFCA's rules or you wish to contact them, their contact details are: Phone: 1800 931 678 (free call); Email [info@afca.org.au](mailto:info@afca.org.au); Online: [www.afca.org.au](http://www.afca.org.au); and Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne, Victoria, 3001

**IF WE CAN HELP WITH ANYTHING MENTIONED IN THIS BOOKLET, PLEASE CONTACT YOUR MARSH ADVANTATE INSURANCE REPRESENTATIVE.**

## Complaints Relating to a Lloyd's Policy

Any complaint relating to a policy placed with Lloyd's underwriters involves a three stage claims handling process. Stage One requires you to refer your complaint to the Lloyd's insurance intermediary (i.e. "the cover holder") or the administrator handling your claim in the first instance. If this is Marsh Advantage Insurance, our prior 'Ensuring your satisfaction: What to do if you have a complaint' notice provides further information. In most instances this should resolve your grievance.

If this does not resolve the matter or you are dissatisfied with the way your complaint has been dealt with in Stage One, you have the right to escalate this matter directly to Lloyd's. Contact details for Lloyd's Australia Limited follow:

Telephone: +61 2 8298 0783 Email: [ldraustralia@lloyds.com](mailto:ldraustralia@lloyds.com)

If the Stage Two process does not resolve your complaint in a manner satisfactory to you, you may refer to the matter to the Australia Financial Complaints Authority (AFCA). For further details about the Lloyd's Australian Policyholders complaints process please click [here](#). Clients not eligible for referral to AFCA, may be eligible for referral to the Financial Ombudsman Service (UK). For further information please contact Lloyd's in the UK at [complaints@lloyds.com](mailto:complaints@lloyds.com) or telephone +44(0)2073275693.

## Codes of Practice

Marsh Advantage Insurance is a member of the National Insurance Brokers Association (NIBA) and is bound by their Code of Practice (the Code) when acting as an agent of the insured. For more details on the standards we are required to follow under the Code, please refer to our webpage: (<https://www.marshadvantage.com.au/about-us/insurance-brokers-code-of-practice.html>).

When we are acting as an agent of the insurer, we are bound by the General Insurance Code of Practice.

### MARSH ADVANTAGE INSURANCE

ABN 31 081 358 303 | AFS Licence No. 238369

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[www.marshadvantage.com.au](http://www.marshadvantage.com.au)

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