

# Financial Services Guide

8 July 2026

**Simon Stanton**

Authorised Representative No. 1322199

**Insurance Claims Solutions Pty Ltd**

ABN 49 692 603 473

Authorised Representative No. 1322186

**Alethia Partners Pty Ltd**

ABN 98 676 423 117

AFSL No 557729

## **Introduction**

This Financial Services Guide (FSG) is issued by Alethia Partners Pty Ltd, Australian Financial Services Licence (“AFSL”) No. 557729 (Alethia).

This FSG is designed to assist you in determining whether to use the services offered by Insurance Claims Solutions Pty Ltd.

This FSG contains information about:

- Alethia, who as the Licensee, is responsible for the financial services you receive.
- The financial services your Adviser can provide.
- How Alethia, your Adviser, and other related parties are paid for the services provided to you.
- Any associations or relationships that could create potential conflicts of interest.
- Details of who to contact should you have a complaint.

## **Authorised Representative Profile**

This provides detailed information about Insurance Claims Solutions Pty Ltd such as their contact details, referral sources, and the types of financial products they can advise and deal in.

### **Lack of Independence**

We confirm that neither Alethia nor your Adviser are independent, impartial or unbiased as Alethia receives insurance commissions for the advice provided on life risk insurance products.

Alethia’s Advisers act for you and not for any life insurance company, fund manager, or bank.

Please retain this for your reference and any future dealings with Alethia.

**Who is Alethia?**

Alethia conducts business through a nationwide network of financial advisers who are appointed as Authorised Representatives under Alethia's AFSL.

**Who is Insurance Claims Solutions Pty Ltd ("ICS")?**

Corporate Authorised Representative Name	Insurance Claims Solutions Pty Ltd
Australian Business Number	49 692 603 473
Corporate Authorised Representative ASIC Number	1322186
Authorised Representative Name	Simon Stanton
Authorised Representative ASIC Number	1322199
Address	Suite 6 294 -296 Rokeby Road, Subiaco WA 6008
Telephone	0417 767 797
Email	rachel@icsclaims.com.au
Website:	insuranceclaimssolutions.com.au

ICS is a Corporate Authorised Representative of Alethia and has been given permission to provide you with this FSG.

Simon Stanton is an Authorised Representative of ICS and Alethia Partners.

Simon and ICS are authorised to provide advice and deal only in matters relating to life insurance claims. They will not consider any other financial planning, insurance, or investment matters, nor the tax consequences of any advice provided to you.

ICS may provide disclosure documents to you electronically unless you request paper copies.

**Remuneration & Fees**

An agreed fixed fee is charged for representing you in connection with your life insurance claim. The fee depends on the complexity of the work involved and will be agreed with you in writing through an Engagement Agreement before any work is undertaken on your behalf. The fixed fee will vary between \$2 750 and \$39 600 (incl GST).

Simon Stanton receives remuneration from ICS for services provided in his capacity as a contractor.

All remuneration is paid to ICS. ICS pays Alethia a licensee fee quarterly.

**Referral arrangements**

ICS & Simon may have referral arrangements with selected referral partners. If a referral arrangement applies to your circumstances, Simon will provide further details of any benefits payable to the referrer.

You have the right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and other benefits received by Alethia and/or your Adviser.

### **Compensation arrangements**

Alethia has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). Our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for Alethia and our authorised representatives/representatives/employees in respect of our authorisations and obligations under our AFSL. This insurance will continue to provide such coverage for any authorised representative/representative/employee that has ceased work with Alethia for work done whilst engaged with us.

### **What should you do if you are not satisfied with our services?**

If you have any complaints about the services provided, please take the following steps:

1. Contact your Adviser and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within 5 working days, please contact Alethia's Compliance Team by telephone on 08 9242 3053 or in writing to [compliance@alethiapartners.com.au](mailto:compliance@alethiapartners.com.au)
3. Alethia will try to resolve your complaint quickly and fairly.
4. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides financial services complaint resolution that is free to consumers.

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

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

Telephone: 1800 931 678

Postal Address: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Alethia is a member of AFCA: Member Number 108687

This FSG is issued by:

Alethia Partners Pty Ltd

ABN 98 676 423 117 | AFSL No 557729

Unit 4, 16 Nicholson Road

Subiaco WA 6008

Phone: 08 9242 3053

Email: [compliance@alethiapartners.com.au](mailto:compliance@alethiapartners.com.au)