

This document is the Financial Services Guide (FSG) for **Australian Group Insurances Pty Ltd (AGI), ABN 97 140 572 434, AFSL No 379565**. The purpose of this guide is to inform you about who we are, the services we are authorised to provide, the charges or remuneration that may be paid to us for the services offered, any potential conflicts we may have and information on how complaints against us will be dealt with. This information is provided to assist you make an informed choice whether to use the services outlined in this guide. You might also receive some other documents from us including a:

- Product Disclosure Statement - these will contain information about the products you are considering purchasing; or
- Tax Invoice – these will confirm the details of your premium payment/s.

Who is AGI?

Australian Group Insurances Pty Ltd (AGI) is a third party insurance administrator based in Sydney, specialising in group insurance.

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What services are available from AGI?

AGI holds an Australian Financial Services License (Number: **379565**) under the Corporations Act 2001. The Australian Financial Services Licence, authorises AGI to:

- Provide general financial product advice for the following financial products:
 - general insurance products; and
 - life products limited to:
 - life risk insurance products as well as any products issued by a Registered Life Insurance Company that are back by one or more statutory funds; and
- Deal in a financial product by:
 - Issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following financial products:
 - general insurance products; and
 - life products limited to:
 - life risk insurance products as well as any products issued by a Registered Life Insurance Company that are back by one or more statutory funds; and
 - Applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following financial products:
 - general insurance products; and
 - life products limited to:
 - life risk insurance products as well as any products issued by a Registered Life Insurance Company that are back by one or more statutory funds to retail and wholesale clients.

AGI is not authorised to provide personal advice to retail clients.

Personal Advice is a recommendation or opinion given after taking into account your individual objectives, financial situation or needs.

General Advice is a general recommendation or opinion given without taking into account your individual objectives, financial situation or needs.

Who do we act for in providing this advice?

We will usually provide financial services on your behalf, however sometimes we will act on behalf of the insurer and not you. When we act on behalf of the insurer we do so under a delegated authority agreement where we are an agent of the insurer and can enter into the contract on the insurer's behalf. We will tell you if we are acting under a delegated authority arrangement in relation to the financial services offered or provided to you.

Remuneration

You are entitled to know how and what we will charge for our services and what other benefits we may receive. We are remunerated by commission (also known in the life industry as an administration fee) from the relevant insurer whenever you enter into an insurance policy arranged by us (including renewal and some variations).

We receive up to a maximum of 40% commission/administration fee calculated as a percentage of the insurer's base premium (i.e. premium excluding stamp duty, GST or any other government charges, taxes, fees or levies). The commission/administration fee is included in the premium charged by the insurer and covers various administrative and other expenses we incur in providing our services. It also covers the cost of performing the distribution and administration functions of the insurer such as data entry, marketing, annual renewal marketing and underwriting. The commission/administration fee does not represent our profit margin.

We may also charge you a flat fee of \$75 for arranging an insurance policy. This may also be known in some instances as a membership fee. In addition we may receive a profit share from the insurer based upon the performance of a portfolio of business. This may range up to 30% of the premium.

You will be informed of the nature and amount of any fee involved prior to us performing the service for you.

If there is a refund of premium owed to you as a result of a cancellation or alteration of a policy, we may retain any fee we have charged you. We may also retain commission.

When you pay your premium it may be sent directly to the insurer or where we collect the premium on the insurers' behalf, it will be banked into our trust account. We will retain any interest or return on investment earned on the premium.

We generally do not pay commissions, fees or benefits to others who refer you to us. However, if we do, we will pay commissions out of our commission or fees (not in addition to those amounts).

Our employees that will be providing financial services to you are paid a market salary and may also receive an incentive commission (up to 2.25% of the premium) bonus based on service, retention and increasing new business.

Directors of AGI are paid a market salary.

Relationships and Associations

We do not have any association or relationship with a product issuer which might reasonably influence us in providing our services.

Receiving instructions

We are able to receive your instructions by post, phone, fax or email however we prefer email.

Privacy

We maintain a record of your personal profile. That record contains information about insurance policies that we have arranged for you. If you wish to look at your file please ask us and we will make arrangements for you to do so.

We are committed to maintaining your privacy and as such have implemented a privacy policy. A copy of our privacy policy is available on request. A copy is also available on our website, www.agigroup.com.au

Professional Indemnity

AGI has a professional indemnity insurance policy in place which covers us and our staff for claims made against us and our staff by clients as a result of our conduct in the provision of financial services. Our professional indemnity policy also covers us for claims relating to the conduct of staff who no longer work for us.

Making a complaint

We are current members of the Australian Financial Complaints Authority (AFCA) and we have in place an internal dispute process. If you have a complaint you should contact the Complaints Officer at our office to explain the complaint and we will attempt to satisfy your complaint within 45 days. If we are unable to satisfy your complaint within the time you may wish to take your complaint to the AFCA. This service is at no cost to clients.

Australian Financial Complaints Authority

Postal: GPO Box 3, Melbourne, VIC 3001

Telephone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

You may also contact ASIC on 1300 300 630 to complain or obtain information on your rights.

Application of this FSG

This FSG applies from 15 July 2019 and remains valid until a further FSG is issued to replace it. We may also give a supplementary FSG; it will not replace this FSG but will cover services not covered by this FSG.