



FINANCIAL SERVICES GUIDE

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This Financial Services Guide (FSG) is an important document and is designed to help you make an informed decision about whether to use the financial services offered.

It contains information about financial services provided by Insurance Australia Limited trading as CGU Insurance (ABN 11 000 016 722) (AFSL 227681) (CGU Insurance) when you purchase a travel insurance policy, how We and others are remunerated and how complaints are dealt with. References in this FSG to 'We', 'Our', or 'Us' are references to CGU Insurance. We are responsible for this FSG.

Who provides these products and services?

CGU Insurance are licensed to provide general advice and deal in general insurance products. Cover-More Insurance Services Pty Ltd (ABN 95 003 114 145) (AFSL 2417713) (Cover-More) administers and arranges travel insurance issued by Zurich Australian Insurance Limited (ABN 13 000 296 640) (232507) (the Insurer). Cover-More has authorised Us to distribute travel insurance, including by authorising Us to arrange for the distribution of travel insurance through Our distribution partners. If any of these distribution partners provide financial services to you in connection with a Cover-More travel insurance product, they may provide you with their FSG.

If you decide to purchase a travel insurance policy, you will receive a Product Disclosure Statement from Cover-More which includes important information about the product to help you decide whether to purchase it. You will also receive a copy of Cover-More's FSG.

The financial services provided

Cover-More has binding authority and acts on behalf of the Insurer when arranging travel insurance policies and when handling or settling claims on behalf of the Insurer. We have been authorised by Cover-More to distribute and/or arrange for the distribution of travel insurance products, either directly or through Our distribution partners. We act under Our own Australian Financial Services Licence when providing these financial services.

We are not authorised to give you personal advice in relation to this product. Any advice given to you will be of a general nature only and will not take into account your personal objectives, financial situation or needs. You need to determine whether this product meets your travel insurance needs.

Remuneration

CGU Insurance is paid a commission by Cover-More when you buy a policy distributed by Us, including where a policy is distributed by one of Our distribution partners. We receive up to 35% of the gross premium (premium excluding taxes and GST), which is paid out of the commission that Cover-More receives from the Insurer. It is not an additional charge to you.

If you purchased travel insurance through one of Our distribution partners, then We will pay them a commission calculated as a percentage of the gross premium and taken from the portion of the commission We receive. Where another third party has referred you to Us, We may pay them a commission, out of the commission We receive, if the referral results in the sale of one of Our policies or a policy We are authorised to distribute on behalf of the Insurer. Our employees are paid an annual salary and may be paid a bonus based on business performance.

For more information about commission, remuneration or other benefits received by Cover-More, CGU Insurance, or any of Our distribution partners, please contact the relevant entity within a reasonable time of receiving this FSG (or the relevant entity's FSG), before purchasing insurance.

Complaints

If your complaint is about the financial services provided by Cover-More or any of Our distribution partners, please refer to their FSG for information on their complaints resolution process.

If you have a complaint about the financial services provided by CGU Insurance, please let Us know so that We can help. You can contact Us on 13 24 81. We will try to resolve complaints at first contact or shortly thereafter.

If We are unable to resolve your complaint when you contact Us or you would prefer not to contact the people who provided your initial service, Our Customer Relations team can assist:

- Free Call: 1800 045 517
- Email: Customer.Relations@iag.com.au

Customer Relations will contact you if they require additional information or have reached a decision about your complaint. Customer Relations will advise you of the progress of your complaint and the timeframe for a decision in relation to your complaint.

If you are unhappy with the decision made by Customer Relations you may wish to seek an external review, such as referring the issue to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA has authority to hear certain complaints. AFCA will confirm if they can assist you:

- Free Call: 1800 931 678
- Email: info@afca.org.au
- Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001
- Visit: www.afca.org.au

Compensation Arrangements

Under Chapter 7 of the *Corporations Act 2001* (Cth), an Australian Financial Services Licensee (licensee) needs to have arrangements for compensating retail clients for loss or damage they suffer because of a breach by the licensee or its representatives of Chapter 7 of the Act, unless an exemption applies. CGU Insurance is exempt because it is an insurance company which is supervised by the Australian Prudential Regulation Authority (APRA) and is subject to the prudential requirements under insurance legislation regulated by APRA. However, We do as a matter of prudent business practice hold adequate professional indemnity insurance.

Your Privacy

Your privacy is important to Us. We follow the CGU Insurance privacy policy and will handle your personal information in accordance with the Australian Privacy Act and their respective privacy policies. CGU Insurance's privacy policy is available at cgu.com.au/privacy-security.

Contact CGU Insurance

Call Us on **13 24 81** or go to Our website for more information on how to contact Us: cgu.com.au.

CGU.COM.AU →

