



Car, Home and Contents Insurance Financial Services Guide

Preparation Date: 1 November 2018

About this Financial Services Guide

This Financial Services Guide (FSG) is issued by Australian Postal Corporation (ABN 28 864 970 579 Authorised Representative No. 338646) (**Australia Post**) and Australia Post Services Pty Ltd (ABN 67 002 599 340 AFS Licence No. 457551) (**Australia Post Services**) (together **us, our** or **we**).

The purpose of this FSG is to assist you in deciding whether to use any of the financial services offered by us relating to car, home and contents insurance products issued by Auto & General Services Pty Ltd, and how we provide financial services, including:

- How you can contact us;
- Our contact details;
- What financial services we are authorised to provide;
- How we and other relevant parties are paid in relation to the services offered; and
- What to do if you have a complaint.

What other documents should you receive?

You should also receive a Product Disclosure Statement (PDS) when we arrange for the issue of a financial product to you. A PDS contains information about the particular financial product to assist you in deciding whether to acquire the financial product. A PDS will contain information about the features, terms and conditions, costs and benefits and risks of the product.

How you can contact us?

You can contact Australia Post and Australia Post Services by:

Phone: 13 13 18 from Australia, or +61 3 8847 9045 from overseas

Mail: Australia Post
Customer Sales and Service
GPO Box 9911
Melbourne VIC 3001

Website: www.auspost.com.au

How is Australia Post authorised?

In providing the financial services referred to in this FSG, Australia Post is acting as an Authorised Representative of Australia Post Services who is the holder of Australian Financial Services Licence.

What financial services are we authorised to provide?

Australia Post Services and Australia Post (on behalf of Australia Post Services) are authorised to provide financial services in relation to:

- Basic deposit products;
 - Non-cash payment facilities; and
 - General insurance products,
- (together **Authorised Products**).

We are authorised to arrange the issue, variation and disposal of Authorised Products.

We are also authorised to provide general advice in marketing materials about Authorised Products but we are not authorised to give personal advice. This means any commentary, statements of opinion and recommendations by us in relation to Authorised Products contain only general advice. That is, such statements of opinion and recommendations have been prepared without taking into account your personal objectives, financial situation or needs.

Responsibility and Compensation Arrangements

Australia Post will be acting on behalf of Australia Post Services. Australia Post Services is therefore responsible for the financial services performed by Australia Post as described in this FSG. Australia Post Services has professional indemnity insurance cover and other internal arrangements in place in respect of financial services provided to retail clients.

These arrangements comply with the requirements of Section 912B of the *Corporations Act 2001*.

How are we remunerated for providing the financial services?

Australia Post offers car, home and contents insurance products under a distribution agreement with Auto & General Services Pty Ltd (**AGS**). AGS is an Australian Financial Services Licensee (AFSL 241411), and is licensed to deal in, and provide advice on, general insurance products. AGS acts under a binding authority authorising it to arrange and administer the insurance on behalf of the insurer, Auto & General Insurance Company Limited (AFSL 285571) (the **Insurer**). AGS is a related company of the Insurer.

Australia Post receives remuneration calculated as a percentage of the premium you pay (excluding taxes and charges for the insurance product). All remunerations are included in the cost of the insurance product.

Australia Post receives remuneration from AGS of up to 40% of the premium whenever a car insurance policy is issued to a person introduced to AGS by Australia Post.

Australia Post receives remuneration from AGS of up to 38% of the premium whenever a home and contents insurance policy is issued to a person introduced to AGS by Australia Post.

Australia Post staff are paid a salary. In addition, they may receive bonus payments or other benefits that are discretionary and based on pre-determined performance objectives. They do not receive any commission, fees or bonuses for giving general financial product advice.

How we pay other parties

If you have been introduced to AGS or us by another person or entity with whom we have an arrangement, we may pay them a referral fee should you take out insurance issued by the Insurer. All referral fee costs are included in the insurance premium and are not an additional cost to you.

What should you do if you have a complaint?

If you have a complaint about the services provided by us, you should contact Australia Post by:

Phone: 13 13 18 from Australia, or +61 3 8847 9045 from overseas

Mail: Australia Post
Customer Sales and Service
GPO Box 9911
Melbourne VIC 3001

Website: www.auspost.com.au

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Authorisation

The distribution of this FSG by Australia Post has been authorised by Australia Post Services.