



## FINANCIAL SERVICES GUIDE

### iSelect General Pty Ltd

Issue Date: 24 March 2009

#### **Purpose of this Financial Services Guide (“FSG”)**

This Financial Services Guide (‘FSG’) is issued by iSelect General Pty Ltd  
ABN: 90 131 798 126, ACN: 131 798 126,  
AFSL 334115.

The purpose of this FSG is to help you decide whether to use our financial services. It informs you, our valued customer, of certain basic information that relates to: our relationships; how we are remunerated; how we remunerate our staff; the type of services we offer, and our complaints handling processes.

We may also provide you with a Product Disclosure Statement (“PDS”) that describes certain products you may wish to purchase. The PDS will usually be provided before we recommend any product to you. You should read it before making a decision about any financial product we offer to you.

#### **Relationships**

iSelect General Pty Ltd is a wholly owned subsidiary of iSelect Pty Ltd.

#### **What financial services do we offer?**

iSelect General Pty Ltd is licensed to deal in, and provide general advice and personal advice on, general insurance products.

When we provide general advice, we do not take into account your financial situation, objectives or needs. Before acting on our advice, you should consider whether it is appropriate, in light of these factors.

If we provide personal advice, it is limited in scope to recommending (an) appropriate product(s) available from the insurers we have agreements with, and it is based solely on the information you provide us. We do not consider whether general insurance products are appropriate to you. Our personal advice does not include whether particular features of the policies are right for you.

If you provide us with information that is incomplete or inaccurate, then any personal advice we provide will be based on this information. In this situation, you must consider whether the advice is appropriate, having regard to your relevant personal circumstances.

You can provide instructions to us by contacting us by phone or online – see over for details.

#### **How do we provide our services?**

iSelect General Pty Ltd acts as an intermediary acting on its own behalf in offering you general insurance products from its participating insurers.

When we issue a policy we are an agent for the insurer and are sometimes acting under a binder arrangement. This enables us to issue a policy on behalf of the insurer.

### How do we remunerate our staff?

Our staff are paid a salary and may receive bonuses, which are based on a number of factors including;

- Performance against sales targets
- Compliance
- Customer service excellence.

### How is iSelect remunerated?

iSelect General Pty Ltd receives commissions from insurers, as well as a marketing service fee. If we provide personal advice and are able to give you more information about remuneration, we will do this as soon as practicable after the advice is provided.

Commission is calculated on the first year's premium and is up to 67% of that premium. On a small number of products iSelect General receives an ongoing trail commission of up to 10% of the renewal premium.

A marketing service fee of up to \$135 per policy is paid to iSelect by the insurer for each completed sale. This fee is in addition to the commission described above, and is built into the premium. It is not an additional cost to you.

For example, if the first-years premium is \$200, up to \$134, plus up to a \$135 marketing fee, may be paid to us. That's a total of up to \$269. The commission in the second year may be up to \$20 per annum.

### How can I complain about the services provided?

iSelect General Pty Ltd has developed a complaints process for you to follow in the event you wish to lodge a complaint in relation to the services you received at iSelect General Pty Ltd.

**Step 1:** Please call our Call Centre on 13 19 20 and we will discuss the issue and if possible resolve it immediately.

**Step 2:** Contact the Complaints Officer at iSelect General Pty Ltd as follows:

Phone: 13 19 20  
Fax: 1300 735 322  
e-mail: [info@iselect.com.au](mailto:info@iselect.com.au)  
In writing: iSelect General Pty Ltd  
PO Box 2021  
Moorabbin VIC 3189

**Step 3:** iSelect General Pty Ltd is a member of the Financial Ombudsman Service ("FOS").

The FOS can be contacted on:

Phone: 1300 780 808  
e-mail: [info@fos.org.au](mailto:info@fos.org.au)  
In writing: Financial Ombudsman Service Limited  
GPO Box 3, MELBOURNE VIC 3001

If you contact the FOS you will not be charged.

### Professional Indemnity Insurance

We have professional indemnity insurance in place to cover us for the financial services we and our representatives provide. We understand it is adequate to meet our requirements as a financial services licensee. The policy includes coverage for claims in relation to the conduct of representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

### How can we be contacted?

Call us on: 13 19 20  
Visit our website [www.iselect.com.au](http://www.iselect.com.au)  
Write to us Level 4, 973 Nepean Hwy, Moorabbin, VIC, 6000

Email us at

[info@iselect.com.au](mailto:info@iselect.com.au)