

## FINANCIAL SERVICES GUIDE

### iSelect General Pty Ltd - Business Insurance

Version 1.2 Prepared on: 18<sup>th</sup> November 2020

#### Who is iSelect General Pty Limited?

iSelect General Pty Limited (“us”, “we”, “our”) ABN 90 131 798 126 is an Australian Financial Services Licensee and has an AFS Licence No.334115. iSelect General Pty Ltd is a wholly owned subsidiary of iSelect Ltd.

#### Retail Clients

With respect to business insurance products, the information in this FSG only applies to retail clients as defined under the Corporations Act 2001 (Cth) (the Act). Under the Act “*retail clients*” are provided with additional protections compared to other clients. The Act defines “*retail clients*” as: Individuals or a manufacturing business employing less than 100 people or any other business employing less than 20 people and that are purchasing the following types of insurance covers: motor vehicle, home building, home contents, personal and domestic property, sickness/accident, travel, consumer credit and other classes as prescribed by regulations.

#### Purpose of this Financial Services Guide?

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;
- The type of services we offer;
- Our complaints handling processes.

#### What Financial Services do we Offer?

iSelect General Pty Ltd is licensed by ASIC to deal in, and provide advice about general insurance products, including business insurance.

We do not provide information on all products available in the market and there may be aspects to each product that we do not compare.

We will only provide you with general advice. When we provide general advice, we do not take into account your financial situation, objectives or needs or whether the product is or particular features of the product are appropriate for you. Before acting on our advice, you should consider whether it is appropriate, in light of these factors.

#### Are there any relationships that exist that may influence us when we provide advice?

iSelect, its Directors, Officers and/or Representatives do not have any relationships that would influence the advice we provide.

#### How do we provide our services?

We act as an intermediary offering you financial product advice in relation to general insurance products. We provide you with our financial services for business insurance products on iselect’s website.

We also have an arrangement with BizCover Pty Ltd ABN 68 127 707 975 (AFSL 501769) (**BizCover**) who we may refer you to for business insurance services from our website.

BizCover may provide you with general advice and other services about business insurance under the iselect name and through the call centre advertised on the iselect website.

BizCover is not an agent of iselect and acts on its own behalf under its own AFS licence.

#### How is iSelect remunerated?

With respect to business insurance products we will receive a commission of 13% of the annual net premium for any business insurance product arranged for you by BizCover.

All of these fees are paid by BizCover and/or the relevant Insurer and are included in your insurance premium.

#### Other benefits

We may receive other benefits from our partner insurers or intermediaries, such as BizCover, based on the number of policies written and/or maintained from product providers over a specified time frame. These benefits are not payable to us by you.

#### Our Privacy Policy

We collect personal information to ensure we can offer or provide you with products and services as outlined in this FSG. We value your privacy and have adopted the principles set out in the Privacy Act 1988 as part of our commitment to maintain client confidentiality in the collection, use, disclosure or handling of personal information. For further information about our privacy policy, please call us on 03 9276 8000 or email us at [privacy@iselect.com.au](mailto:privacy@iselect.com.au) or visit our website at [www.iselect.com.au/car](http://www.iselect.com.au/car)

We will maintain a record of your personal information including details of your objectives and any insurance product’s purchased. If you wish to examine your file please ask your General Insurance Consultant and they will make arrangements for you to do so. Alternatively, contact us on 13 19 20.

It is important to note that in order to best meet your needs and provide you with financial services and advice, we may need to disclose your personal information to other parties, typically our partner insurers and intermediaries, as part of your insurance application.

#### How can I make a complaint about the services provided?

We have a complaints process for you to follow in the event you wish to lodge a complaint in relation to the services you received from us.

**Step 1:** Please call our Call Centre on 13 19 20 and we will discuss the issue and if possible resolve it immediately. If immediate resolution is not possible, we will consider your complaint further and acknowledge



your complaint within 10 business days.

If you have any queries in relation to our complaints handling process, please contact our General Counsel as follows:

Telephone: 13 19 20  
Email: [compliance@iselect.com.au](mailto:compliance@iselect.com.au)  
In writing: iSelect General Pty Ltd  
PO Box 2021  
Moorabbin VIC 3189  
Website: [www.iselect.com.au](http://www.iselect.com.au)

**Step 2:** If you are dissatisfied with the decision or the way we handled your complaint or dispute, You can also contact the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme that provides a free service to customers and is an independent and impartial body that will deal with your complaint directly or follow up the matter on your behalf in accordance with its applicable terms of reference.

AFCA can be contacted on:  
Telephone: 1800 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
In writing: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Website: [www.afca.org.au](http://www.afca.org.au)

#### Professional Indemnity Insurance

We have professional indemnity insurance in place to cover us for the financial services we or our staff 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 our staff who no longer work for us (but who did at the time of the relevant conduct).

#### How can we be contacted?

Telephone: 13 19 20  
Email: [info@iselect.com.au](mailto:info@iselect.com.au)  
In Writing: iSelect General Pty Ltd  
PO Box 2021  
Moorabbin VIC 3189  
Website: [www.iselect.com.au](http://www.iselect.com.au)