

Compare the Market Pty Ltd on behalf of iSelect Pty Ltd

We recommend that you print and save this document for future reference

Financial Services Guide (Car and Home & Contents Insurance)

WHO IS COMPARE THE MARKET?

Compare The Market ACN 117 323 378 (**CTM**) is an Australian Financial Services Licensee (AFSL 422926) and is licensed to deal in, and provide advice on, general insurance products. CTM provides factual information and general advice only. CTM does not take into account your individual financial objectives, personal circumstances, needs or situation in providing that advice. Before acting on our advice, you should consider whether it is appropriate. If you provide CTM with information that is incomplete or inaccurate, then any advice provided will be based on this information.

WHAT IS THE PURPOSE OF THIS DOCUMENT?

The purpose of this Financial Services Guide (**FSG**) is to give you important information about the financial services provided by CTM in respect of:

- car and home & contents insurance products (**Product(s)**) compared via the following web pages:
 - <https://compare.iselect.com.au/car-insurance/journey>; and
 - <https://compare.iselect.com.au/home-contents-insurance/journey>;(iSelect Web Page(s)); and
- car and home & contents insurance arranged via its call centre on behalf of Budget Direct and as a representative of iSelect (**Call Centre**).

This information should assist you to decide if you wish to use the financial services provided by CTM. Importantly, this FSG explains:

- our relationships;
- the financial services offered in respect of the Products;
- the remuneration paid for those services;
- how we remunerate our staff; and
- how any complaints you may have will be dealt with.

DOCUMENTS YOU MAY RECEIVE FROM CTM

If you decide to purchase a general insurance product through the iSelect Web Pages, you will also receive access to the following documents from the relevant insurance provider:

- a Product Disclosure Statement (**PDS**) which describes certain products you may wish to purchase and information to help you make an informed decision about whether or not to buy the product; and
- a Target Market Determination (**TMD**) which describes who the product may be suitable for, based on likely needs, objectives and financial situation.

You should read the PDS and TMD before deciding to purchase any Product.

This FSG does not provide information about the financial services offered via iSelect in respect of:

- pet insurance, business insurance or travel insurance. Further information regarding those products can be found in the relevant Financial Services Guide available on the iSelect Website.
- life insurance products. Further information regarding those products can be found in the relevant Financial Services Guide, available on the iSelect Website.

This FSG does not provide information about the financial services offered by CTM through its website directly.

RELATIONSHIPS

CTM is a wholly owned subsidiary of Financial Holdings Australia Pty Ltd (ACN 112 971 132) (**FHA**).

FHA and iSelect Pty Ltd (ACN 124 302 932) (**iSelect**) are both wholly owned subsidiaries of Innovation Holdings Pty Ltd (ACN 617 998 866). CTM and iSelect are related bodies corporate.

CTM and iSelect and their directors, officers and/or representatives do not have any relationships that would influence the advice provided.

A number of the general insurance brands participating on the iSelect Web Pages are arranged by Auto & General Services Pty Ltd ACN 003 617 009 on behalf of Auto & General Insurance Company Limited ACN 111 586 353, both of which are related entities of CTM. CTM's relationship with these companies does not impact the integrity of CTM's comparison service.

CTM'S SERVICES ON BEHALF OF ISELECT

CTM is licensed by ASIC to deal in, and provide advice on, general insurance products. CTM deals in, and provides advice on, general insurance products from those insurers CTM has an agreement with.

CTM provides the following financial services via the iSelect Web Pages and, in some cases, also through the Call Centre:

1. **Car Insurance** – compare features and indicative prices of a range of car insurance products that participate on the iSelect Web Pages (**Car Insurance Comparison**). CTM may call you to discuss the arrangement of car insurance on behalf of Budget Direct and as a representative of iSelect via the Call Centre; and
2. **Home & Contents Insurance** – compare features and indicative prices of a range of home and/or contents insurance products that participate on the iSelect Web Pages (**Home & Contents Comparison**). CTM may call you to discuss the arrangement of home and contents insurance on behalf of Budget Direct and as a representative of iSelect via the Call Centre.

The Insurers and Products compared on the iSelect Web Pages are not representative of all products in the market.

The iSelect Web Pages currently allow you to compare and obtain quotes from the following participating insurance brands:

Product	Brands participating on CTM website	Other important information
Car Insurance	<ul style="list-style-type: none"> - Budget Direct (an AGS Car Brand) - Everyday Insurance (Woolworths Group Limited ACN 000 014 675, AR no. 245476) - Huddle Insurance (Open Insurance Pty Ltd ACN 166 949) 	All of these Car Insurance Products except for Everyday Insurance and Huddle Insurance are arranged by Auto & General Services Pty Ltd ACN 003 617 909 AFSL 241411 (AGS), under an arrangement called a 'binder,' which authorises AGS to issue and administer the products, for and on behalf of the insurer, Auto & General Insurance Company Limited ACN 111 586 353 (Auto & General / AGIC); AFSL

	<p>444, AFSL no. 451712) on behalf of the insurer, The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 (AFSL 241436)</p> <ul style="list-style-type: none"> - Oceania (an AGS Car Brand) - Ozicare (an AGS Car Brand) 	<p>285571 (AGS Car Brand(s)). CTM, iSelect, AGS and Auto & General are related entities.</p> <p>If you decide to apply for an AGS Car Brand online via the iSelect Web Page, AGS will arrange the policy for and on behalf of Auto & General.</p> <p>If you decide to apply for a Budget Direct Product through the Call Centre, CTM will arrange the issue of the policy for and on behalf of AGS, acting under a 'binder,' which authorises AGS to issue and administer the products for and on behalf of the insurer Auto & General.</p> <p>For Car Insurance Products with brands, other than Budget Direct, compared on the Car Insurance Comparison via the iSelect Web Pages, CTM will refer you to the relevant insurance provider either online or by phone. If these brands maintain a call centre, you may be contacted by phone.</p>
Product	Brands participating on CTM website	Other important information
Home & Contents Insurance	<ul style="list-style-type: none"> - Budget Direct (an AGS Home Brand) - Everyday Insurance (Woolworths Group Limited ACN 000 014 675, AR no. 245476) - Huddle Insurance (Open Insurance Pty Ltd ACN 166 949 444, AFSL no. 451712) 	<p>Budget Direct Home & Contents Insurance Products are arranged by AGS under an arrangement called a 'binder,' which authorises AGS to issue and administer the products, for and on behalf of the insurer, Auto & General (AGS Home Brand(s)). CTM, iSelect, AGS and Auto & General are related entities.</p> <p>In the event that CTM's participating brands decline to quote you online, you may be referred to Shielded Pty Ltd ACN 612 044 630, who are an Insurance Broker who may be able to assist.</p> <p>If you decide to apply for an AGS Home Brand online via the iSelect Web Page, AGS will arrange the policy for and on behalf of Auto & General.</p> <p>If you decide to apply for a Budget Direct Product through the Call Centre, CTM will arrange the issue of the policy for and on behalf of AGS, acting under a 'binder,' which authorises AGS to issue and administer the products for and on behalf of the insurer Auto & General.</p> <p>For Home & Contents Insurance Products with brands, other than Budget Direct, compared on the Home & Contents Insurance Comparison via the iSelect Web Pages, CTM will refer you to the relevant insurance provider either online or by phone. If these brands maintain a call centre, you may be contacted by phone.</p>

HOW ARE CTM, ISELECT AND AGS PAID?

CTM, iSelect and AGS may receive a fee or commission for each Product issued in respect of, or attributable to, the financial service provided by CTM.

For each sale of a car insurance policy or home & contents insurance policy that is made through the iSelect Web Pages, CTM is paid a commission from the relevant insurer. CTM then pays iSelect an amount equivalent to the commission it receives from the relevant insurers.

These amounts are paid by the relevant provider so that there is no direct cost to you to use the service.

Product	Commission remitted to iSelect via CTM
Car Insurance	<p>For each sale of a car insurance policy:</p> <p>In some cases that commission is a fixed dollar amount. The fixed dollar amount is set in advance between CTM and the relevant insurer and may increase with CPI over time. For fixed dollar amount commissions, these can be up to \$276 (plus GST) per policy sold.</p> <p>In other cases that commission is a percentage of the premium of the sold policy, which fluctuates accordingly as the price of premiums changes over time. For percentage commissions these can be up to 35% of the Car Insurance Product premium (including any fees or government taxes and charges) (plus GST), from the relevant provider, per policy sold.</p> <p>In some instances, where a percentage commission is paid, a further calculation is done to determine the 'average' value of the commission received by CTM over a six-month period. If the average commission is below a particular fixed dollar amount, an additional fixed dollar amount payment is made so that CTM receives the agreed amount of commission. However, in no circumstances will the total commission paid for a particular policy sold exceed the upper limit disclosed for either percentage or fixed dollar amount commissions above.</p> <p>Commissions may be calculated on a basis that is inclusive or exclusive of any applicable fees or government taxes and charges, depending on the brand you choose.</p>
Product	Commission remitted to iSelect via CTM
Home & Contents Insurance	<p>For each sale of a home & contents insurance policy:</p> <p>In some cases that commission is a fixed dollar amount. Fixed dollar amount commissions are set in advance between CTM and the relevant insurer and may increase with CPI over time. For fixed dollar amount commissions, these can be up to \$390 (plus GST) per policy sold.</p> <p>In other cases that commission is a percentage of the premium of the sold policy, which fluctuates accordingly as the price of premiums changes over time. For percentage commissions these can be up to 35% of the of the first year's gross Home & Contents Insurance Product premium (including any fees or government taxes and charges) (plus GST), depending on the Product, from the relevant provider.</p> <p>In some instances, where a percentage commission is paid, a further calculation is done to determine the 'average' value of the commission received by CTM over a six-month period. If the average commission is below a particular fixed dollar amount, an additional fixed dollar amount payment is made so that CTM receives the agreed amount of commission. However, in no circumstances will the total commission paid for a particular policy sold exceed the upper limit disclosed for either percentage or fixed dollar amount commissions above.</p> <p>If you elect to purchase an insurance product through Shielded Pty Ltd, CTM will be paid a fee by Shielded of up to 65% of the commission earned by Shielded itself in relation to that purchase for the life of the policy. CTM will also be paid a fee by Shielded of up to</p>

	<p>65% of the commission earned by Shielded itself upon amendment to the policy, and on the first annual renewal of the policy. Fees paid by CTM are remitted to iSelect.</p> <p>Commissions may be calculated on a basis that is inclusive or exclusive of any applicable fees or government taxes and charges, depending on the brand you choose.</p>
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In addition to the above, for sales of AGIC (Auto & General Insurance Company Limited ACN 111 586 353; AFSL 285571) underwritten policies that are completed through the iSelect Web Pages and Call Centre, AGIC pays a commission to AGS (Auto & General Services Pty Ltd ACN 003 617 909 AFSL 241411):

- In the case of car insurance, the amount paid by AGIC to AGS is up to 23% of the car insurance product premium (excluding any fees or government taxes and charges) for the AGS Car Brands.
- In the case of home & contents insurance, the amount paid by AGIC to AGS is up to 23% of the home & contents insurance product premium (excluding any fees or government taxes and charges) for the AGS Home Brands.

These amounts are not paid to CTM or iSelect.

HOW DOES ISELECT PAY CTM?

As noted above, CTM pays iSelect an amount equivalent to the commission it receives from the relevant insurers. CTM then charges iSelect a fee for its costs of operating the iSelect website. This fee is paid to CTM annually and is an amount up to 30% (plus GST) of the amount paid by CTM to iSelect.

HOW DOES CTM REMUNERATE ITS STAFF?

Call Centre consultants are paid a salary by CTM and may receive bonuses, which may be based on a number of factors including customer service excellence, quality assurance outcomes, and performance in relation to sales targets.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

If you have a complaint about the services provided by CTM, or any queries in relation to CTM's complaints handling process, you should:

Step 1 – Contact CTM on the contact details below:

PO Box 301 Toowong QLD 4066
 Phone: (07) 1800 777 712
 Email: email@comparethemarket.com.au

CTM will acknowledge your complaint in accordance with its regulatory obligations.

Step 2 – If the matter is not resolved to your satisfaction within 14 days, please contact CTM's Dispute Resolution Manager.

Phone: 1800 777 712
 Email: complaints@comparethemarket.com.au

Step 3 – If an issue has still not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is available to you, at no cost.

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

HOW CAN YOU CONTACT CTM?

PO Box 301

Toowong QLD 4066

Phone: (07) 1800 777 712

Email: email@comparethemarket.com.au

COMPENSATION ARRANGEMENTS

As required by law, CTM has professional indemnity insurance arrangements in place to compensate its retail clients for loss suffered because of a breach by CTM of its financial services obligations under Chapter 7 of the Corporations Act, negligence and other misconduct. Subject to the terms of insurance, this insurance covers the services provided by CTM and its staff via the Call Centre (on behalf of iSelect) or the iSelect Web Pages, and includes the period after staff cease working with CTM (but who did at the time of the relevant conduct). These arrangements comply with section 912B of the Corporations Act. You should contact CTM immediately if you consider you have suffered loss in these circumstances.