

National Seniors Financial Services Guide

Financial Services Guide (FSG)

Dated 22 Dec 2018

This guide aims to help you make an informed decision about the financial services and products we can provide to you as a retail client.

This guide contains important information about the services we offer you, how we and other relevant persons are remunerated, any potential conflicts of interest and how complaints are dealt with.

Where required, you will be given a Product Disclosure Statement (PDS) and any relevant Supplementary Product Disclosure Statement (SPDS) before or at the time you acquire any product as a retail client. The PDS and any relevant SPDS contains information on the relevant risks, benefits and significant characteristics of the product and is aimed at assisting you in making an informed decision about whether to purchase it or not.

Please keep this FSG along with your policy documents in a safe place for future reference.

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Who we are and what services we offer

National Seniors Australia Ltd (**National Seniors**) ABN 89 050 523 003 is an agent of the insurer RACQ Insurance Limited (**RACQI**) ABN 50 009 704 152. RACQI is the licensed entity under the *Corporations Act 2001* (Cth) and holds an Australian Financial Services License (**AFSL**) 233082. RACQI is the insurer and has authorised the distribution of this FSG by us. National Seniors is authorised by RACQI to enter into contracts of National Seniors Pet Insurance (underwritten by RACQI) (**Product**) on RACQI's behalf under binders as if National Seniors was the insurer. We do not act on your behalf.

RACQI has authorised us to arrange, vary, cancel and provide general advice for general insurance products (including the Product) which are issued by it.

You may be provided with these financial services by one of our employees who has also been authorised by RACQI to arrange and provide general advice on the Product as its authorised representative and to provide you with this FSG. They will tell you when this is the case.

General Advice Warning

We are authorised by RACQI, the insurer, to provide general financial product advice (but not personal advice) in relation to general insurance products including the Product.

It is important that you understand and are happy with the Product we can arrange. While we recommend the Product and can give you general information to help you decide, we cannot advise you on whether the terms of the Product are specifically appropriate for your individual objectives, financial situation or needs. We therefore recommend that you carefully read the relevant policy

documents (including the PDS and any relevant SPDS) and other information we provide before deciding whether or not to purchase the Product.

Information on remuneration

You will be charged an agreed premium for the Product you select (plus relevant taxes and changes), which premium will be paid to RACQI directly (not National Seniors). We will calculate and inform you of the premium before you purchase the Product. We receive commission from RACQI each time you buy a policy such as the Product (including new business and renewals and endorsements where applicable). Our commission is calculated as a percentage of the premium you pay less any taxes and/or government charges. The commission we receive when you purchase the Product can range up to 20% of this amount.

Our staff are paid a salary. They may receive bonuses or other incentives and rewards depending on their performance relating to sales of products and other business criteria.

If you require further details about any of the above remuneration received from RACQI, please ask us within a reasonable time after receiving this FSG and before we provide you with financial services to which this FSG relates.

What happens if you have a complaint?

As the insurer, RACQI provides a free and impartial review process established to attend to any complaint you may have in relation to its products, its services or a privacy issue.

The dispute resolution process takes place between yourself and RACQI and has 3 key stages which are described below.

1. Make a complaint

Please refer your complaint to RACQI by:

- writing to RACQ Insurance - Customer Dispute Resolution Department PO Box 3004, Logan City QLD 4114
- emailing RACQI at racqidisputeresolution@racq.com.au, or
- telephoning RACQI on (07) 3361 2141 or 13 72 02 outside business hours.

At stage one of the dispute process, your complaint will be reviewed and a response to your complaint provided to you within 15 business days of RACQI receiving notice of the complaint. When you write or call, please provide the RACQI representative with a telephone number at which you may be contacted.

2. Refer to our Internal Disputes Resolution Committee

If you're not happy with RACQI's response, you may ask RACQI to refer your complaint to its Internal Disputes Resolution Committee. That Committee is made up of business representatives from across RACQI's organisation that have the appropriate knowledge, skills and authority to deal with your complaint. The committee will review your complaint and provide their decision in writing within 15 business days from the date of your request for a review.

3. Refer to external dispute resolution

If you're not happy with how our Internal Dispute Resolution Committee decides to resolve your complaint, you can refer it to an External Dispute Resolution body.

RACQ Insurance is a member of the Australian Financial Complaints Authority (AFCA). The AFCA is in place to assist in resolving complaints between consumers (you) and the participating financial service provider (RACQ Insurance).

The AFCA will only consider your complaint after RACQI have first been allowed the opportunity to resolve your complaint through our internal dispute review process. If RACQI are unable to resolve your complaint within 45 calendar days of the date we first received your complaint, you can refer your complaint to AFCA, even if RACQI are still considering your complaint.

The AFCA only deals with complaints that fall within their 'Complaint Resolution Scheme Rules'. To find out whether your complaint qualifies for the AFCA, you can:

- Write to Australian Financial Complaints Authority Limited, GPO Box 3, Melbourne, VIC 3001
- Call 1800 931 678
- Visit www.afca.org.au
- Email info@afca.org.au

Further information

If you need further information about the products or our services, or you have any queries please contact us using the contact details on the first page of this document. RACQI has authorised the distribution of this FSG.