

National Seniors Financial Services Guide

Financial Services Guide (**FSG**)

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**) before or at the time you acquire any product as a retail client. The PDS 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.

Issue no. NSAFSG0818

Date of preparation: 31 July 2018

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 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?

If you are dissatisfied with our service in any way contact us and we seek to resolve the issue and we will promptly refer it to RACQI. RACQI will attempt to resolve the matter in accordance with their Internal Dispute Resolution procedures. To obtain a copy of RACQI's procedures contact us using the contact details on the first page of this document. A dispute can be referred to the Financial Ombudsman Service (**FOS**) subject to its terms of reference. It provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms and its contact details are:

The Financial Ombudsman Service

Phone: 1300 78 08 08

Post: GPO Box 3, Melbourne, Victoria 3001

Website: www.fos.org.au

For disputes lodged on or after 1 November 2018

Australian Financial Complaints Authority

Phone: 1800 931 678

Online: www.afca.org.au

Email: info@afca.org.au

Mail: Australian Financial Complaints Authority GPO Box 3

Melbourne VIC 3001

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.