



FINANCIAL SERVICES GUIDE

This Financial Services Guide (**FSG**) is designed to assist you in deciding whether to use the financial services provided by 1Cover Pty Ltd (ACN 105 954 265), 1Cover Car Insurance Pty Ltd (ACN 104 729 955) (collectively known as **1CP**) and Auto & General Services Pty Ltd (ACN 003 617 909) (**AGS**) in relation to general insurance. It provides information about the financial services offered, the remuneration paid for those services, and how any complaints you may have will be dealt with.

Before purchasing an insurance product, you will be given a Product Disclosure Statement (**PDS**). The PDS contains information about the product to help you make an informed decision about whether or not to buy the product.

OUR SERVICES AND AUTHORISATIONS

1CP are an Authorised Representative of AGS. 1CP can provide you with factual information and general financial advice about, and arrange for the issue of general insurance products as an Authorised Representative of AGS. When 1CP arranges for the issue of your insurance, it acts on behalf of AGS (and the insurer) and not on your behalf.

AGS is an Australian Financial Services Licensee (AFSL 241411), and is licensed to deal in, and provide financial advice on general insurance products. AGS acts under a binding authority authorising it to arrange and administer the insurance on behalf of the insurer, Auto & General Insurance Company Limited (AFSL 285571). AGS is a related company of the insurer. When arranging and administering the policy, AGS acts on behalf of the insurer and not on your behalf. When arranging for the issue of a policy, 1CP act on behalf of AGS. Any general financial advice about general insurance given by 1CP or AGS is given for your benefit.

HOW ARE WE PAID?

1CP and AGS are entitled to a commission calculated as a percentage of the premium you pay (excluding taxes and charges for the insurance product). All commissions are included in the cost of the insurance product.

1CP receive remuneration from AGS when they arrange for you to buy the insurance product and when your insurance is renewed. The remuneration varies depending upon the product, but is up to 23% of the premium (excluding taxes and statutory charges) plus GST. 1CP's remuneration is included in the premium quote.

AGS receives a remuneration of up to 27% of the premium whenever a policy is issued to a customer introduced to it by 1CP.

AGS's staff are paid a salary and may receive bonuses based on performance.

Fees (inclusive of GST) that you could incur once you have purchased insurance through AGS are:

Early Cancellation	\$40.00
Monthly Installment Processing	12 payments of 66 cents per \$100 of premium or part thereof
Fortnightly Installment Processing	26 payments of 31 cents per \$100 of premium or part thereof
Payment Resubmission	\$11.00

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

If you have a complaint about the services provided by 1CP or AGS, you should:

- **Step 1** – Contact the appropriate department manager on the contact details shown on your Insurance Certificate or if you haven't yet purchased insurance, speak to your sales representative or contact us on 1300 126 837;

- **Step 2** – If the matter is not resolved to your satisfaction within 14 days, please write to the Dispute Resolution Manager at PO Box 342, Toowong, QLD, 4066;
- **Step 3** – If you are still not happy with the response, you can refer the complaint to the Financial Ombudsman Service (FOS), an external dispute resolution service of which AGS and the insurer are members. FOS can be contacted by phone on 1300 780 808 or by fax on (03) 9613 6399.

CONTACT DETAILS

Auto & General Services Pty Ltd

ACN: 003 617 909
AFS Licence No: 241411

PO Box 342
Toowong, QLD 4066

Ph (07) 3377 8801
Fax (07) 3377 8822

1Cover Pty Ltd

ABN: 105 954 265
Authorised Representative No: 269304

Level 11, 307 Pitt Street
Sydney, NSW 2000

Ph (02) 1300 126 837
Fax (02) 9267 9580

COMPENSATION ARRANGEMENTS

As required by law, AGS has professional indemnity insurance arrangements in place to compensate its retail clients for loss suffered because of a breach by AGS, its staff or its Authorised Representatives of relevant obligations of AGS under Chapter 7 of the Corporations Act.