



# Financial Services Guide

## About this Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about whether to use the financial services we can provide to you. It also sets out information and details required by law to be included in an FSG.

For example, this FSG contains information about the services we can offer you, how we and other persons or organisations are remunerated in relation to the services offered and information about how we deal with complaints.

References in this FSG to 'we', 'us', 'our' or 'WFI' are references to Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as WFI.

## Other documents we may give you

When we provide you with financial services as a retail client, we may give you:

- A General Advice Warning to let you know that any recommendation we have made is of a general nature and does not take your specific individual objectives, financial situation and needs into account.
- A Product Disclosure Statement (PDS) or Policy Wording before or at the time you acquire any of our products. These documents contain information on the benefits and significant characteristics of the product and are aimed to assist you in making an informed decision about whether to buy it or not.

## About WFI

WFI is an Australian Financial Services Licensee (AFSL No. 227681). It is authorised to deal in and provide general advice in relation to general insurance products.

## About the services we provide

We will give you factual information about the general insurance products we issue to help you decide whether to buy them.

In some cases, we may make a general recommendation or give an opinion about the general insurance products. We do this without consideration of your specific individual objectives, financial situation or needs. This is a general advice service.

When providing general advice we do not act on your behalf. You need to consider the appropriateness of any information or advice we give you, having regard to your specific individual objectives, financial situation or needs, before acting on it.

You should also refer to the policy documentation we give you (including the PDS) in deciding whether to acquire the products.

If you apply to buy one of WFI's products, we will collect information from you to decide whether to give you insurance, and if so, on what terms. If WFI agrees to issue the relevant insurance it will use the information to manage your and its rights and obligations under the insurance.

We can also vary, cancel or renew your WFI products.

## How we are remunerated

### Our remuneration

When we issue a general insurance product to you, we will charge you a premium for that product based on your risk profile and circumstances. The total amount you will pay is the premium plus any amount payable in relation to stamp duty, GST, fire services levy, or other government charges, taxes, fees or levies.

Our staff receive an annual salary that may include bonuses or other incentives based on performance criteria.

### Referrals

Any remuneration paid to third party referrers is not charged directly to you. Where you have been referred to us by a third party and you decide to acquire a general insurance product from us, we may pay the referrer. The payment amount depends on the product type, premium and the specific arrangement entered into with that referrer. The remuneration may also be paid on renewal and premium adjustments.

If we are unable to provide a product to you, we may refer you elsewhere in the Insurance Australia Limited group or to another Australian Financial Services Licensee. If you enter into an insurance policy with or through that licensee we may receive a commission for the referral. The payment amount may depend on the product type, premium and arrangement with that licensee.

### More information

If you would like more information about the remuneration that we or referrers receive, please ask us. This request should be made within a reasonable time after this FSG is provided to you and before we provide you with a financial service to which this FSG relates.

## Compensation Arrangements

The Corporations Act 2001 (Cth) requires licensees to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of this Act, unless an exemption applies. We are exempt from this requirement because we are an insurance company supervised by the Australian Prudential Regulation Authority and subject to the prudential requirements of the Insurance Act 1973 (Cth).

## If you have a complaint

### Complaints Handling Procedures

To access our Complaints Handling Procedures, simply contact your local WFI Area Manager, Client Service Team or the Claims Officer handling your claim.

If you have a complaint, we will do everything possible to resolve the matter on your initial contact with us. If your complaint is not resolved, we will treat it as a dispute and will enter it into our Internal Dispute Resolution process. The complaint will then be considered by a designated Internal Dispute Resolution Officer of WFI with the appropriate experience, knowledge and authority to deal with it.

Details of our Complaints Handling Procedures are set out in our brochure "Handling Complaints and Dispute Resolution Our Commitment to You" and in our "Privacy Policy". You can contact us for these or access them online at [wfi.com.au](http://wfi.com.au).

### External Dispute Resolution

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001

AFCA is independent and administers the external segment of the general insurance industry's alternative dispute resolution scheme, approved by the Australian Securities and Investments Commission.

Time limits may apply to lodge a complaint with AFCA, as such you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

If your complaint is to do with a privacy issue, you may refer it to the Privacy Commissioner through the Office of the Australian Information Commissioner.

## Contact Details

You may apply for, vary or cancel your financial product, give us instructions or make a complaint by contacting your WFI Area Manager. Alternatively, call **1300 934 934** or visit **[wfi.com.au](http://wfi.com.au)** to contact your local office.

### Western Australia

Locked Bag 1, Bassendean DC WA 6942

### Queensland, New South Wales and A.C.T

PO Box 712, Toowong QLD 4066

### Victoria, Tasmania and South Australia

PO Box 16213 Collins St West, Melbourne Vic 8007