

General Insurance

Financial Services Guide (FSG)



Effective 1 September 2021

Important information you should know

This guide will help you decide whether to use our financial services to take out any of the products listed below.

It explains:

- Who we are
- What services we are authorised to provide in relation to what products
- Other disclosure documentation you may receive
- Payment for the services we provide
- How you can provide instructions to us
- Who you can talk to if you have a complaint
- How you can get more information

Who we are

We are Bupa HI Pty Ltd ABN 81 000 057 590 (**Bupa**) and we are an Authorised Representative of the licensee, Insurance Australia Limited trading under the following brands: CGU Insurance and Insurance 4 That ABN 11 000 016 722 AFSL 227681 (**CGU**). CGU has authorised the distribution of this Financial Services Guide (FSG).

CGU acts for itself when we provide the financial services detail below on its behalf.

Our full business details appear on the back of this document.

What financial services we are authorised to provide

We are authorised by CGU to arrange for the application for, acquisition, issue, variation and cancellation of the general insurance products listed below on their behalf to act as their agent. You may also be provided with these financial services by one of our employees who has also been authorised by CGU to act as its authorised representative.

We are authorised to provide general financial product advice and information only – no advice in relation to the general insurance products listed below. General advice does not take your personal needs, objectives or financial situation into account. We recommend that you carefully read any Product Disclosure Statement (PDS) provided before making your decision.

Authorised products:

Motor Insurance, Home Insurance, Landlords Insurance, Boat Insurance, Caravan Insurance, Trailer Insurance, Travel Insurance and Valuables Insurance.

Other disclosure documentation you may receive

- Product Disclosure Statement

Where required, we will also provide you with a PDS if we offer to arrange for the issue of a particular financial product to you. The PDS sets out the relevant benefits and significant characteristics of the product and is aimed at assisting you to compare and make informed choices about financial products.

Payment for the services we provide

CGU pay us a commission which ranges from 10% to 20% of the total premium (excluding applicable taxes and charges) for each insurance product we sell and each time a policy is renewed with CGU. We may also receive a bonus based on the volume of insurance products we sell and renew in a given year.

We are also entitled to a profit share payment from CGU based on the profitability of all insurance products we have sold and renewed over a particular time period.

We pay our Authorised Representatives who sell Bupa insurance products a salary. In addition, they may receive performance related bonuses and other incentives based on the volume of insurance products they sell within particular target time periods, providing quality and compliance requirements are met.

Importantly, these payments (including any commissions) are not additional charges to you and are not in addition to the total premium you pay to us for an insurance product.

If you would like further details about how we are paid for the services we provide, please contact us directly.

How you can provide instructions to us

If you want to provide us with instructions in relation to the financial services and products we can offer, contact us on the details provided below.

Compensation arrangements

Under Chapter 7 of the *Corporations Act 2001* (Cth) a licensee needs to have arrangements for compensating retail clients for loss or damage they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of the Act, unless an exemption applies. CGU is exempt from this requirement because it is an insurance company which is supervised by the Australian Prudential Regulation Authority (APRA) and is subject to the prudential requirements under insurance legislation regulated by APRA.

Who you can talk to if you have a complaint?

We understand that sometimes issues come up and you may have a complaint.

We will always do our best to provide you the highest level of service but if you are not happy or have a complaint or dispute, here is what you can do.

If you are unhappy with our decision or in the unlikely event we cannot resolve a complaint within a maximum of 30 days, you may want to explore external review options like the Australian Financial Complaints Authority (AFCA).

If you have a complaint about your CGU general insurance product, please contact CGU and they will try to resolve the matter.

- **Address:** GPO Box 9902, in your capital city
- **Phone:** 13 24 81
- **Email:** customercare@cgu.com.au
- **Website:** cgu.com.au

If your complaint is not resolved when you first contact us, it will be referred to CGU's Internal Dispute Resolution process where it will be reviewed by a manager.

If CGU can't quickly resolve your complaint, you can ask for it to be escalated to CGU's Customer Relations Team.

You can also contact the Customer Relations Team directly by:

- Customer.relations@iag.com.au
- Phone on 1800 045 517
- Fax on 1800 649 290
- Free post (no stamp needed) at:
Customer Relations
Reply Paid 89824
Sydney NSW 2001

CGU's Customer Relations will contact you if they require additional information or have reached a decision. CGU Customer Relations will advise you of the progress of your complaint and the timeframe for a decision in relation to your complaint.

We expect CGU's procedures will deal fairly and promptly with your complaint. If you are unhappy with the decision made by CGU's Customer Relations you may wish to seek an external review, such as referring the issue to the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA has authority to hear certain complaints. AFCA will confirm if they can assist you:

- **Free Call:** 1800 931 678
- **Email:** info@afca.org.au
- **Mail:** Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001
- **Visit:** www.afca.org.au

Some time limits apply to AFCA complaints, so act quickly. Check the AFCA website to see if time limits apply to your situation.

Further information about our complaint and dispute resolution process is available by contacting us.

Privacy

Bupa is committed to protecting your privacy and security of your personal information.

For a copy of our privacy policy, please call 134 135 or visit bupa.com.au/privacy-and-security.

For more information:

- Call us on 134 135
- Visit bupa.com.au
- Drop by your local Bupa centre

Corporate Authorised Representative:

Bupa HI Pty Ltd ABN 81 000 057 590,
Corporate authorisation number 354269.

PO BOX 14639
Melbourne VIC 8001

Insurance is issued by Insurance Australia Limited trading under the brands: CGU Insurance and Insurance 4 That (CGU) ABN 11 000 016 722, AFSL 227681. Insurance is distributed by Bupa HI Pty Ltd (ABN 81 000 057 590) which is an Authorised Representative of CGU.