

# Financial Services Guide

## General Insurance Service

**Preparation Date: 21 March 2019**

This Financial Services Guide (FSG) contains information about who we are, our services and charges, how we (or others we are related to) may be paid for the services we provide, your rights as a client and other things you need to know in relation to insurance matters, including how any complaints you may have will be dealt with. This guide will assist you in deciding whether to use our services.

### About Us

APS Benefits Group Ltd (APSBG) ABN 64 077 846 809 trades as APS Insurance. APSBG is a not for profit entity in that it is owned by its members and as such any profits that are made from insurance will only be used to benefit members. For further information on becoming a member of APSBG please refer to [www.apsbenefitsgroup.com.au](http://www.apsbenefitsgroup.com.au) or call 1300 131 809.

We hold a current Australian Financial Services Licence (No: 244115) which allows us to advise (by providing general and personal advice) and deal in the full spectrum of general insurance products. If you need more information about general insurance or have any questions, please feel free to call Danielle Rowe on 1300 131 809. Danielle is a full-time employee of APSBG with over 15 years' experience in the insurance industry.

Danielle is a member of the National Insurance Brokers Association (NIBA), The Australian and New Zealand Institute of Insurance and Finance (The Institute) and subscribes to the General Insurance Brokers' Code of Practice.

### Our Services

To assist you in protecting your assets and guarding against any unexpected liabilities, we offer a range of services including:

- Reviewing and advising on your general insurance needs
- Identifying risk factors to avoid claims
- Seeking competitive premium quotations
- Assisting with insurance claims

This FSG only provides you with information on our general insurance services. If you are interested in financial planning, life or income protection insurance, tax, accounting, business services, mortgage broking or our lending or funeral services then please call 1300 131 809 or refer to [www.apsbs.com.au](http://www.apsbs.com.au). You should also ensure you get a copy of the relevant FSG for those services.

During the course of dealing with us, we may provide you with a Statement of Advice (SOA) or a Product Disclosure Statement (PDS). An SOA will be provided if we give you personal advice and sets out our advice, including why we think it is relevant to you and the risks of the relevant products we recommend. We also set out the fees we will receive for providing the advice in the SOA. A PDS will be provided whenever we recommend a particular general insurance product. The PDS contains information from the issuer of the insurance product about the product itself. This information will include how the product works, its features and benefits, risks and other information to help you understand the product and make an informed decision about it.

### Our Products

We can advise on and arrange a broad range of general insurance on your behalf including motor vehicle, home and contents, boat, caravan, landlords, business packages, construction, farm, public liability and professional cover.

## **Fees for our Services**

As a not for profit organisation we have determined not to charge you any direct fees. We will cover our administration and other costs by receiving a commission from the insurer who issues your policy. This commission is calculated as a percentage of the base premium, as payment for placing the business with them and for processing their paperwork. As a general rule, the Insurer's commission rates vary between 5% and 30% depending on the type of insurance.

Full details of our fees will be disclosed in the SOA or other advice document when we provide advice to you, or on request. Importantly, none of our employees receives any additional benefit for placing your insurance with a particular insurer, which means that they will act in your best interests.

You can provide instructions to us by email, phone, fax or in person.

## **Terms of Payment - Invoices**

We will invoice you for the premium and any statutory charges (including stamp duty, fire services levy, GST). You must pay us by the Due Date shown on the invoice. If we hold your premium payment in trust pending payment to the insurer, by placing insurance with us you authorise us to receive and keep any interest earned. If you do not pay the premium on time, we are required to notify the insurer. The insurer has the right to cancel the contract of insurance and you will not be insured. No surcharge is applied to payments made by credit card. Instalment billing enables you to pay your premiums by instalments eg monthly. If you are interested in this facility, please call us on 1300 131 809.

## **Claims**

We will simplify the claims process for you by assisting and advising you in regard to the scope of cover and explaining how the claims process works.

We will promptly forward to you all claims documentation, insurance company settlement cheques and other related information.

## **Cooling Off Period**

Where you purchase certain domestic and personal insurance policies as a retail client, and if you decide you no longer need this insurance, you will usually have a 14 day cooling off period, during which you can change your mind. You must tell us in writing, that you want to return the insurance policy so that we can advise the insurer. Unless you have made a claim, the insurer will refund the premium you have paid. The insurer may retain its reasonable administration and transaction costs.

Full details of the cooling off period and the refund policy will be disclosed in the insurer's Product Disclosure Statement.

## **Conflicts of Interest**

As your Insurance Brokers, we are required to keep your interests uppermost in our dealings on your behalf. We are obliged to advise you when we receive benefits that are not listed in the "Fees for our Services" section of this FSG. All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice.

When we provide our general insurance broking activities we act on your behalf.

## **Complaints and Disputes**

Contact us by telephone or in writing at the APS Benefits Group address noted at the beginning of this FSG. It will be referred to our Complaints Officer. Within 72 hours we will send you a letter acknowledging receipt of your complaint and outlining your options. Within seven days we may request further information from you. We will try to resolve your complaint quickly and fairly. If the complaint is not resolved to your satisfaction you may refer it to the Australian Financial Complaints Authority, an alternate dispute resolution scheme of which the APS Benefits Group is a member.

## **Professional Indemnity (PI) Insurance Cover**

We are covered under professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act. The insurance (subject to its terms and conditions) will continue to cover claims in relation to our representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

## **Privacy**

At the APS Benefits Group, the privacy of your personal information is important to us. We will only collect personal information which is necessary to provide you with our membership, or loans services. Examples of personal information that may be collected by us include: name, address and date of birth. In the instance of providing funeral benefits and loans we will also collect information that may include: employment details and financial reports. The APS Benefits Group will not 'on sell' your personal information. Information will only be given to third parties where it is required for us to provide core business services to our members. Examples of this would be giving your details to our preferred mail house to enable us to mail out your yearly benefit statement or using a credit reference agency to determine your eligibility for a personal loan.

## **Contact Us**

APS Insurance  
PO Box 326, North Melbourne VIC 3051  
Phone: 1300 131 809 or 03 93 222 000  
Email : [info@apsbenefitsgroup.com.au](mailto:info@apsbenefitsgroup.com.au)