

## What is the purpose of this document?

This Financial Services Guide (FSG) is designed to assist you in deciding whether you wish to use any of the services We provide. It contains information about how We are remunerated in relation to the services, and about how you may access AWN's internal and external dispute resolution procedures.

## This FSG contains information about:

- The services We are authorised to provide to you;
- How We are remunerated for providing these services;
- How complaints are dealt with; and
- Other important information.

## What documents will you receive?

When providing you with a quote or issuing the insurance, We will give you:

- The FSG, which has been approved for distribution by AWN.
- A Product Disclosure Statement (PDS), contains sufficient information so that a retail client may make an informed decision about whether to purchase a financial product.

## How you can provide instruction to us

If you want to provide Us with instructions in relation to the financial services and products We can offer, contact Us using the details provided above.

## About us and our services

We are an Authorised Representative of the following licensee:

### Australian Warranty Network Pty Ltd (AWN)

ABN: 78 075 483 206

AFSL No: 246469.

3801 - 3803 Pacific Highway, Tanah Merah, QLD 4128

Tel: (07) 3802 5577

Fax: (07) 3806 1505

Email: [claims@australianwarranty.com.au](mailto:claims@australianwarranty.com.au)

AWN as an appointed cover holder of Lloyd's of London provides the listed products underwritten by certain underwriters of Lloyd's of London. Lloyd's is the worlds leading specialist insurance market that offers an unrivalled concentration of specialist insurance, underwriting expertise and reinsurance risk.

We are authorised to do the following on behalf of AWN in accordance with the terms of Our agreement with them:

- Issue and apply for the financial products listed below.
- Provide general financial product advice (but NOT personal financial product advice) in relation to the financial products listed below.

Products:

- Extended Warranty Insurances

## How are we remunerated?

The following sets out further details of the relevant remuneration We may receive from the licensee in relation to the provision of Our financial services.

- Extended Warranty Insurance: Up to 66.67% of gross written premium.

We may receive, on occasion, sales, marketing and promotional materials or financial assistance to assist in the promotion of AWN insurance products. The benefit obtained from these promotions and promotional materials will not exceed 5% of annual premium less GST and Stamp Duty.

### Working Example No.1

Product sold for \$2,000 excluding stamp duty.

(Stamp duty varies in % within all states and territories of Australia).

**\$2,000** Cost of Policy

**\$182** GST Portion of Policy

**\$1,818** Commission applicable: Up to 66.67% of gross written premium \$1,212.

### Working Example No.2

Product sold for \$1,000 excluding stamp duty.

(Stamp duty varies in % within all states and territories of Australia).

**\$1,000** Cost of Policy

**\$91** GST Portion of Policy

**\$909** Commission applicable: Up to 66.67% of gross written premium \$606.

## What should you do if you have a complaint?

### Complaints about policy & claim administration matters

If You wish to make a complaint about service matters such as general administration of Your policy, or about a claim, the first thing You should do is contact AWN, and Your complaint will be referred to their Internal Dispute Resolution Committee (IDRC) to review the dispute at no cost to You. This review will normally be completed within 15 business days. **Internal Dispute Resolution Committee, AWN, PO Box 4301, Loganholme, Qld, 4129, Phone: (07) 3802 5577.**

If You are still not satisfied with the outcome of the AWN IDRC review of Your complaint, You can take Your complaint to Lloyd's to review the dispute at no cost to You. This review will normally be completed within 15 business days. Lloyd's General Representative Australia, Level 21 Angel Place 123 Pitt Street, Sydney NSW 2000 Australia, Phone: (02) 922 314 33, or Email: [idraustralia@lloyds.com](mailto:idraustralia@lloyds.com).

If You are still not satisfied with the outcome of either AWN's review or the Lloyd's review of Your complaint, You are entitled to take Your complaint to the Financial Ombudsman Service (FOS), the External Resolution Scheme. The FOS details will be supplied with AWN's and the Lloyd's written response to Your complaint review.

Further details will be provided at the appropriate stage of the complaints process. This complaints procedure does not affect Your legal rights.

## Professional Indemnity insurance of licensee

Australian Warranty Network Pty. Ltd. maintains appropriate Professional Indemnity Insurance cover as required by the Corporations Act 2001.