



Financial Services Guide

Financial Services Guide

This Financial Services Guide (FSG) contains information about our services and charges, your rights as a client as well as other things you need to know relating to insurance matters including how any complaints you may have will be dealt with. We trust it will assist you in deciding whether to use our services.

This FSG has been prepared and issued by SG Fleet Australia Pty Limited (ABN 15 003 429 356, Authorised Representative Number 258510) (*sgfleet*). *sgfleet* is an authorised representative of Marsh Advantage Insurance Pty Ltd ABN 31 081 358 303 (**Marsh**) of Level 19, One International Towers, 100 Barangaroo Avenue, Sydney, NSW, 2000 under its AFS Licence No: 238369. *sgfleet* is an authorised representative of Allianz Australia Insurance Limited ABN 15 000 122 860 (**Allianz**) of 2 Market Street, Sydney, NSW, 2000 under its AFS Licence No. 234708.

This FSG is designed to assist you in deciding whether to use the financial services offered by *sgfleet* when acting as a representative of Marsh or Allianz. This FSG provides you with information about:

- The services we offer you,
- How we and our associates are paid,
- Any potential conflict of interest we may have and
- Our internal and external dispute resolution procedures and how you can access them.

It is an important document. Please read it carefully and keep it in a safe place.

If you are a retail client and we arrange an insurance policy for you, or if we recommend you buy a particular insurance policy, we will give you a Product Disclosure Statement (PDS) for the insurance product, unless you already have an up to date version.

The Product Disclosure Statement is prepared by each insurer and it is designed to give you important information on features, benefits and risks of the product to assist you in making an informed decision about whether to buy the product or not.

The Product Disclosure Statement will be provided electronically at the time of cover confirmation. Please check this carefully when received or advise us immediately should you not receive the document. Should you have any queries you should contact us immediately.

A Guide to Our Relationship with You and Others

1. What services can we provide?

sgfleet has been authorised by Marsh and Allianz to provide general financial product advice on and to deal in general insurance products by applying for, acquiring, varying and disposing of those products on behalf of another.

This means that when *sgfleet* is providing you with novated leasing packages, *sgfleet* can also help you by arranging insurance products including:

- comprehensive motor vehicle insurance; and
- LeaseGuard.

sgfleet will also give you information and usually provide a general recommendation or opinion to you about those insurances but in doing so, it will not be based on a consideration of your personal needs or circumstances. You need to consider if the advice and the relevant product is right for your circumstances as we have not done this.

2. Receiving documents electronically

It is standard practice for *sgfleet* to electronically distribute to you, important documents such as this FSG, a PDS for each insurance product, and relevant insurance certificates, as well as future policy renewal notices.

Should you only wish to receive any of these documents by normal mail, you should contact us immediately and we will send such documents to the last known address notified or advised to us.

3. How do we manage conflicts of interest?

Conflicts of interest are circumstances where some or all of your interests, are inconsistent with or diverge from some or all of our interests.

We take any potential conflict seriously and have a Conflicts of Interest policy with which we comply. Our procedures and training are designed to properly manage any conflict that may arise. If you require any further explanation, please ask us.

4. Who do we act for?

If we are given a "binding authority" from an insurer, this means we can enter into insurance policies and/or handle or settle claims on their behalf without reference to them, provided it is within the authority they have given us. We will tell you when we act for an insurer and not for you.

We have separate agreements with Marsh and Allianz to arrange insurance policies on their behalf and not on your behalf. This means that we act for and in the interest of the insurer as our principal in providing services, not yours.

5. Do we have any relationships or associates with financial product issuers?

Nlc Pty Ltd (nlc) owns **Vehicle Insurance Underwriters Pty Ltd** and **nlc Insurance Pty Ltd**. *sgfleet* and **nlc** are owned by **SG Fleet Management Pty Limited**.

6. What information do we maintain about you and how can you access it?

We maintain a record of your personal profile. That record contains information about insurance policies that we have arranged for you. We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a Privacy Policy, which will ensure the privacy and security of your personal information.

A copy of the Privacy Policy for *sgfleet* is located on our website <https://www.sgfleet.com/au/privacy-policy/>. If you would prefer to have a copy mailed to you or wish to access your file, please contact us.

7. How can you give us instructions?

You need to give us instructions in writing by letter, email, or you can call us.

8. Automatic renewal – motor insurance – novated vehicles ONLY

If the vehicle insured is subject to an **sgfleet** salary packaging services agreement with your employer, all policies with a renewal date will be automatically renewed to ensure continuity of cover.

Unless your employer has directed us otherwise, you will receive an invitation to renew and an opportunity to respond if they do not require cover.

In all cases, the renewal invitation we will send you, will contain important information about your ongoing disclosure obligations. These disclosure obligations are serious and should be strictly adhered with to ensure continued indemnification under the relevant insurance policy.

9. How will you pay for the services provided?

sgfleet may be paid in a number of ways that vary according to the services you require and the companies' arrangements with the relevant insurer. These are explained below:

Commission Paid to Us by the Insurer

sgfleet is remunerated by commission from the relevant insurer whenever you enter into a comprehensive insurance policy arranged by **sgfleet** (including renewal and some variations). The commission is a percentage of the insurer's base premium (i.e. premium excluding stamp duty, fire services levy, GST or any other government charges, taxes, fees or levies).

For comprehensive motor insurance, the current rate is sixteen percent (16%) excluding GST for fleet vehicles, and nineteen percent (19%) excluding GST for novated vehicles.

Different insurers can agree to pay us different commission rates for the same types of products. The rates also vary for each product type. In some cases, the rate may be higher because of the role we play in performing certain distribution functions the Insurer would otherwise have to perform. The commission rate does not represent our profit margin as it also reimburses us for administrative and other expenses we incur in providing our services.

The commission is included in the premium amount detailed on your invoice and **sgfleet** receives it when you pay the premium or at a later time agreed with the Insurer. By way of example, if you buy a policy and the base premium is \$400 and our commission is 10% excluding GST, we receive \$40 plus GST on this amount from the Insurer.

Fees Paid to Us

For Leaseguard, **sgfleet** will charge you a fee of 1.75% excluding GST, calculated as a percentage of the insurer's base premium (i.e. premium excluding stamp duty, fire services levy, GST or any other government charges, taxes, fees or levies).

Other Insurance Related Fees Paid by You

sgfleet may charge you:

- An administration fee of two hundred dollars (\$200) in addition to commission when you enter into or alter a comprehensive insurance policy.
- A flat fee for arranging or altering an insurance policy or a fee based upon the time we spend advising you.
- Any fees and government charges levied by any insurer or product issuer.
- An annual management fee.

You will be informed of the nature and amount of any fee involved prior to us performing the service for you.

Referral Arrangements

In some cases, another party may introduce you to us. We may in return share a proportion of our remuneration or pay them a referral fee.

Where applicable, we will provide you with details of any remuneration or referral fee. If we refer you to another service provider, we may be remunerated by them for doing this. We will inform you when this is the case.

Other Remuneration Information

Our staff receive an annual salary that may include bonuses based on performance criteria and achievement.

"Soft Dollar" Benefits

From time to time we and our representatives may also receive what are commonly referred to as "soft dollar" benefits from product issuers and other service providers we deal with. These can include entertainment (i.e. meals, sporting events and movies), conferences (i.e. attendance at a product issuer conference or sponsorship of conferences by product issuers and other service providers), accommodation and travel, business tools (i.e. software), gifts (i.e. product issuer or service provider branded promotional material and other occasional small gifts such as bottles of wine or hampers on special occasions).

These benefits are provided by a wide range of product issuers and service providers. In most cases they are incidental to or relate to our development of an understanding of the product issuer or service provider and their product range and practices.

Ultimately, this can assist us in better servicing and representing you. If there is a refund of premium as a result of a cancellation or adjustment to the policy, we reserve the right to retain our remuneration earned prior to the alteration. If you require any further explanation, please ask us.

10. Professional indemnity insurance arrangements

We and our representatives and our authorised representatives 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, authorised representatives and our employees who no longer work for us (but who did at the time of the relevant conduct).

11. Cooling off period

A cooling off period may apply to an insurance policy issued to you as a retail client. During the period you may return the policy. Details of your cooling off rights will be included in the relevant Product Disclosure Statement.

12. What should you do if you have a complaint?

If you have any complaints about the service provided, you should take the following steps:

1. Contact **sgfleet** as detailed below and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 24 hours, please contact the **sgfleet** complaints manager on phone number **1300 001 087** or put your complaint in writing and send it to **SG Fleet Australia Pty Ltd**, Locked Bag 4014, South Melbourne VIC 3205. Please mark the envelope "Notice of Complaint". We will try and resolve your complaint quickly and fairly.
3. If your concern still remains unresolved to your satisfaction you may refer the matter to the Australian Financial Complaints Authority (AFCA) subject to its terms of reference, which acts as the industry's external dispute resolution provider. AFCA is an independent body and its service is free to you.

AFCA can be contacted on:

Call: 1800 931 678

Post: GPO Box 3, Melbourne, Victoria 3001

Website: www.afca.org.au

Email address: info@afca.org.au

Retain this document for your reference and any future dealings with **sgfleet**. If you have any further questions about this FSG please contact us on **1300 001 087**.