



# ISinsured Financial Services Guide

You have the right to ask us about the type of advice and services we will provide you, our remuneration, and what you can do if you have a complaint about our services.

This Financial Services Guide (FSG) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

In the event that you wish to acquire a particular insurance policy, we must also provide you with a Product Disclosure Statement containing information about the particular policy, which will enable you to make an informed decision in relation to the acquisition of that product.

## Before you get our advice

### Who will be providing the financial service to me?

IFS Insurance Solutions Pty Ltd (IFSIS), AFSL 241506, ABN 16 070 588 108 is the provider of the services described in this FSG.

### Contact Details

**Address:** Level 22, 2 Lonsdale Street  
Melbourne VIC 3000

**Phone:** (03) 9923 7171  
**Fax:** (03) 9923 7177

### What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?

The AFSL of IFSIS allows it to:

Provide financial product advice on the following products:

- Life Insurance Risk
- General Insurance
- Superannuation

Deal in the following products:

- Life Insurance Risk
- General Insurance
- Superannuation

IFSIS however has restricted its representatives to the provision of general financial product advice. Therefore, it is advice that is not tailored to your specific personal needs

## About ISinsured

ISinsured is a brand developed and owned by IFSIS, ABN 16 070 588 108, AFSL 241506.

IFSIS provides insurance services to industry superannuation funds, unions and associated entities. Our focus is to provide clients with a combination of competitively priced and innovative products that they can offer their members.

IFSIS acts under its own AFSL in providing any financial services in relation to insurance products and not on behalf of the insurer. IFSIS is not responsible for this insurance and does not provide any advice based on any consideration of your objectives, financial situation or needs. Any advice provided is of a general nature only.

## Who issues the product?

The ISinsured range of products is issued by the insurer, QBE Insurance (Australia) Limited ABN 78 003 191 035 AFS Licence 239545.

QBE Insurance (Australia) Limited is the largest Australian owned general insurer and reinsurer, and has been taking care of the insurance needs of Australians since 1886.

QBE Insurance (Australia) Limited as insurer is responsible for this insurance product.

### Who do you act for when you provide financial services for me?

IFSIS is responsible for the financial services provided to you by its representatives.

### How will I pay for the service?

ISinsured is a brand developed and owned by IFSIS. The insurance policies issued under this brand are underwritten by QBE Insurance (Australia) Limited ABN 78 003 191 035 AFS Licence 239545. In exchange for the use and licensing of the brand, IFSIS receives a licensing / management fee from QBE Insurance (Australia) Limited. Part of the price you pay for this product is paid to IFSIS as a license / management fee.

### Do you receive other remuneration, commission, fees or other benefits in relation to providing the financial services to me and how is that calculated?

Our employees receive market salaries and, in some cases, bonuses linked to performance criteria. Other than the fees described above, our staff receive no other remuneration that will affect the services that we provide for you.



You are generally required to pay within a certain period as stipulated in the policy offer. If there is a refund of premium as a result of a cancellation or adjustment of the policy, we reserve the right to retain our remuneration earned prior to the cancellation or adjustment.

We do not generally pay any remuneration to others who refer you to us.

### Do any relationships or associations exist that might influence you in providing me with the financial services?

IFSIS is a subsidiary of Industry Fund Services Limited (IFS),  
ABN 54 007 016 195, AFSL 232514.

IFS is owned by Industry Super Holdings Pty Ltd (ISH), which is ultimately owned by a number of leading industry super funds. For a complete list of shareholder funds, please visit [ifs.net.au](http://ifs.net.au).

Other than these, we do not have any relationships or association with any product issuer that could be expected to influence us in the provision of the insurance services.

As a Steadfast Network Broker we have access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These member services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

IFSIS has entered into an arrangement with Premium Funding to make available their Pay By The Month (PBTM) premium funding quotation facility to all General Insurance policies. Premium Funding will rebate part or all of IFS Insurance Solutions' EBIX system fees in the event pre-agreed funding targets are achieved during the length of the agreement.

### Portfolio Monitoring:

Internal databases are maintained detailing services provided by IFSIS. This does not constitute monitoring.

## When you receive our advice

### Will you provide me with advice that is suitable to my needs and financial circumstances?

The advice that is provided to you is of a general nature. It does not take into account your particular financial needs, circumstances or objectives.

Before acting on the advice, you should consider the appropriateness of the advice with regard to your entire personal circumstances and needs. You may wish to seek personal financial advice to this end.

### What should I know about the risks of the financial products or strategies you recommend to me?

Every policy of insurance has terms, conditions and exclusions. Therefore before choosing to purchase an IFS insured product you should carefully read the PDS and policy wording to ensure that it is appropriate you're your needs.

### What information do you maintain in my file and can I examine my file?

Records, which may include your personal details and any general advice provided to you, are maintained.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. To see our privacy policy, please visit [isinsured.com.au](http://isinsured.com.au).

If you wish to examine your file, we ask that you make a request in writing and allow up to 14 working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

### Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Yes. You may specify how you would like to give instructions, for example, by internet, telephone, fax, or other means.

## If you have any complaints

### Who can I contact if I have a complaint about the provision of the financial services to me?

If you have any complaints about the service provided to you, please contact us or write to:

Complaints Manager  
IFS Insurance Solutions Pty Ltd  
Level 22, 2 Lonsdale Street  
Melbourne VIC 3000

**Phone:** (03) 9923 7171

A complaint does not have to be in writing.

Upon receipt of your complaint, we will:

1. Acknowledge the complaint promptly and inform you when you should expect to receive a response.
2. Investigate the complaint in a timely manner.
3. Respond to you in writing within 45 days.

If you are unhappy with the outcome of the complaint, or you have not received a written response within 45 days of your notifying us of the complaint, you can lodge a dispute with the Financial Ombudsman Service (FOS). FOS's services are provided to you free of charge. FOS can be contacted on **1800 367 287** or by email [info@fos.org.au](mailto:info@fos.org.au) or lodge your application online at [www.fos.org.au](http://www.fos.org.au).

FOS will first consider whether the dispute falls within their jurisdiction. If it does, FOS will then work with you and IFSIS to try and resolve your dispute. FOS acts independently by not taking sides. FOS aims to get a fair outcome for both parties to a dispute. FOS will communicate with both parties by phone, email and letters.

FOS's dispute resolution methods may involve negotiation, conciliation, or reaching a decision. Decisions made by FOS are binding on IFSIS.

## Professional Indemnity Insurance

We have Professional Indemnity Insurance in place. This cover extends (subject to policy terms and conditions) to the conduct of representatives/employees who no longer work for IFSIS but who did at the time of the relevant conduct that would give rise to a claim for compensation.