

## FINANCIAL SERVICES GUIDE

### iSelect General Pty Ltd

Version 11.3 Prepared: October 2023

#### Who is iSelect General Pty Limited?

iSelect General Pty Limited (“us”, “we”, “our”) ABN 90 131 798 126 is an Australian Financial Services Licensee and has an AFS Licence No.334115.

We can offer a range of financial services listed within this Financial Services Guide (“FSG”). These services will be delivered by us via our website [www.iselect.com.au](http://www.iselect.com.au) or one of our authorised General Insurance Consultants who will have the necessary skills and accreditation to assist you with the service you require.

#### Purpose of this Financial Services Guide?

The purpose of this FSG is to help you decide whether to use our financial services. It informs you, our valued customer, of certain basic information that relates to:

- Our relationships;
- How we are remunerated;
- How we remunerate our staff;
- The type of services we offer;
- Our complaints handling processes.

#### Documents you may receive from us

You may receive the following documents, designed to help you make an informed decision on any financial product selected.

#### Product Disclosure Statement (PDS)

We will provide you with a Product Disclosure Statement (“PDS”) that describes certain products you may wish to purchase. A PDS will be provided when we present a product to you. You should read it before making any decision in relation to that product.

#### Statement of Advice (SOA)

If we provide you with personal advice you will receive an SOA. Personal advice takes into consideration your objectives, financial situation and needs. The SOA will set out the advice, the basis on which the advice is given, details of the providing entity and information about any payments or benefits the consultant or licensee will receive.

#### Relationships

iSelect General Pty Ltd is a wholly owned subsidiary of iSelect Pty Ltd.

#### Are there any relationships that exist that may influence us when we provide advice?

iSelect, its Directors, Officers and/or Representatives do not have any relationships that would influence the advice we provide.

A number of the general insurance brands available as part of our range of participating providers are arranged by Auto & General Services Pty Ltd ACN 003 617 909 on behalf of Auto & General Insurance Company Limited 111 586 353, both of which are related entities of iSelect Pty Ltd. Our relationship with

those companies does not impact the integrity of our comparison service.

iSelect General does not compare all car, home and contents, travel or pet insurance insurers or products in the market.

See below our list of insurance providers:

- Auto & General Insurance Company Limited (AFSL 285571)
- Virgin Money (Australia) Pty Ltd (AR No. 280884) of Virgin Money Financial Services Pty Ltd (AFSL 286869) is issued by Auto & General Insurance Company Ltd ABN 42 111 586 353 (AFSL 285571)
- ING Bank (Australia) Ltd ABN 24 000 893 292, by Auto & General Insurance Company Ltd ABN 42 111 586 353 (AFSL 285571), is an Authorised Representative AFSL 1247634 of AGS
- PD is underwritten by Pacific International Insurance Pty Ltd ABN 83 169 311 193 (AFSL: 523921)
- Carpeesh Pty Limited (Carpeesh) ABN 30 630 295 368, AFSL 516350 arranges and issues policies for and on behalf of RACQ Insurance Limited (RACQ Insurance) ABN 50 009 704 152, AFSL 233082.
- Woolworths Group Limited, ABN 88 000 014 675 (AR No. 245476) is an Authorised Representative of the insurer for Woolworths general insurance products, The Hollard Insurance Company Pty Ltd ABN 78 090 584 473, (AFSL 241436).
- Stella Insurance is issued and underwritten by QBE Insurance (Australia) Limited (ABN 78 003 191 035, AFSL 239545). Insurtech Gateway Australia Pty Ltd (ABN 27 633 140 879, AFSL 525866) (Gateway Australia) is authorised to distribute Stella Insurance on behalf of QBE acting under its own AFSL. Stella Underwriting Pty Ltd, (ABN 72 633 811 319, AR 001282046) is an authorised representative of Gateway Australia and acts on behalf of Gateway Australia.
- InsureandGo Travel insurance is underwritten by Mitsui Sumitomo Insurance Company, Limited, ABN 49 000 525 637, (AFSL 240816). Mitsui Sumitomo has appointed Mapfre Insurance Services Australia Pty Ltd, ACN 140 219 594 (InsureandGo Travel Insurance) as its Authorised Representative to deal with this insurance product.
- Fast Cover Pty Ltd ABN 98 143 196 098, AFSL 538708, underwritten by Certain Underwriters at Lloyd’s.
- Tick Travel Insurance is underwritten by Mitsui Sumitomo Insurance Company, Limited, ABN 49 000 525 637, AFSL 240816. Mitsui Sumitomo has appointed Mapfre Insurance Services Australia Pty Ltd, ACN 140 219 594 (Tick Travel Insurance) as its Authorised Representative to deal with this insurance product.

- Insurance Saver Pty Ltd, ABN 18624 919 366, AR 1263726 (Travel Insurance Saver) is an authorised representative of NIB Travel Services (Australia) Pty Ltd, ABN 81 115 932 173, AFSL 308461 underwritten by Pacific International Insurance Pty Ltd (AFSL 523921).
- Huddle Insurance is issued by Open Insurance Pty Ltd, ABN 23 166 949 444 (AFSL 451712) on behalf of the insurer, The Hollard Insurance Company Pty Ltd, ABN 78 090 584 473 (AFSL 241436).
- When you compare or purchase pet insurance products on our website or through the call centre advertised on our website, those services are provided to you (and the pet-specific pages of our website are owned) by our trusted pet insurance partner, Choosi Pty Ltd ABN 15 147 630 886 (AFSL 402397)

#### What Financial Services do we Offer?

iSelect General Pty Ltd is licensed by ASIC to deal in, and provide general and personal advice on, general insurance products including car insurance.

We deal in, and provide advice on general insurance products from those Insurers we have an agreement with (our "Participating General Insurers").

When we provide general advice, we do not take into account your financial situation, objectives or needs or whether the product is or particular features of the product are appropriate for you. Before acting on our advice, you should consider whether it is appropriate, in light of these factors.

If we provide personal advice, it is limited in scope to recommending (an) appropriate product(s) available from our Participating General Insurers, and it is based solely on the information you provide us.

If you provide us with information that is incomplete or inaccurate, then any advice we provide will be based on this information. In this situation, you must consider whether the advice is appropriate, having regard to your relevant personal circumstances.

You can provide instructions to us by contacting us by phone or online – see over for details.

#### How do we provide our services?

We act as an intermediary offering you financial product advice in relation to general insurance products from our Participating General Insurers. If you choose to apply for, or vary, a general insurance product using our call centre service, we will act on behalf of the relevant insurer in arranging that policy for you. If you choose to apply for, or vary, a general insurance product using our website, you will be transferred through to the relevant insurer to arrange the policy.

**Not Independent:** Because iSelect General receives commissions from the General Insurance companies, iSelect General is not independent, impartial, or unbiased. The Corporations Act states that if a licensee

receives commissions from a product issuer, it cannot claim to be independent, impartial or unbiased.

#### How do we remunerate our staff?

Our Consultants are paid a salary and may receive bonuses, which may be based on a number of factors including:

- Customer service excellence;
- Performance in relation to sales targets and referrals;
- Compliance; and /or
- Annual salary.

#### How is iSelect remunerated?

We receive commissions (and, in some cases, a marketing services fee) from our Participating General Insurers. If we provide personal advice and are able to give you more information about remuneration, we will do this as soon as practicable after the advice is provided.

With respect to car insurance products iSelect General Pty Ltd will receive a commission:

- of either
  - (a) up to 45% of the first year's (gross) premium for each car insurance product that we refer or sell; or
  - (b) up to \$450 for each car insurance product that we refer or sell; and
- in some cases
  - (a) a renewal commission of up to 45%; or
  - (b) an ongoing trail commission of up to \$400 for each year you that you renew your car insurance policy originally purchased through us (with such trail commission payable to us for up to two annual renewals).

With respect to travel insurance products iSelect General Pty Ltd will receive a commission of up to 25% of the premium for the relevant travel insurance product sold.

With respect to pet insurance products iSelect General Pty Ltd will receive a commission of up to 25% of the first year's annualised premium for the relevant pet insurance product sold.

With respect to home and/or contents insurance products iSelect General Pty Ltd will receive a commission:

- of either
  - (a) up to 35% of the first year's (gross) premium for each home and/or contents insurance product that we refer or sell; or
  - (b) up to \$250 for each home and/or contents insurance product that we refer or sell;

All of these fees are paid by the relevant Insurer and are not an additional cost to you.

In addition to the above, for sales of AGIC (Auto & General Insurance Company Limited ACN 111 586 353; AFSL 285 571) underwritten policies that are completed through the iSelect Website and call centre, AGIC pays a commission to AGS (Auto & General Services Pty Ltd ACN 003 617 909 AFSL 241411) as such policies are issued by AGS under a binder for and on behalf of AGIC. These amounts are not paid to



iSelect.

#### Other benefits

iSelect General and/or your General Insurance Consultant may receive other benefits based on the number of policies written and/or maintained from product providers over a specified time frame. These benefits are not an additional charge to you.

#### Our Privacy Policy

We collect personal information to ensure we can offer or provide you with products and services as outlined in this FSG. We value your privacy and have adopted the principles set out in the Privacy Act 1988 as part of our commitment to maintain client confidentiality in the collection, use, disclosure or handling of personal information. For further information about our privacy policy, please call us on 03 9276 8000 or email us at [privacy@iselect.com.au](mailto:privacy@iselect.com.au) or visit our website at [www.iselect.com.au/car](http://www.iselect.com.au/car)

We will maintain a record of your personal information including details of your objectives and any insurance product's purchased. If you wish to examine your file please ask your General Insurance Consultant and they will make arrangements for you to do so. Alternatively, contact us on 13 19 20.

It is important to note that in order to provide you with financial services and advice, your General Insurance Consultant may need to disclose your personal information to other parties, typically General Insurance Companies as part of your application.

#### How can I make a complaint about the services provided?

We have a complaints process for you to follow in the event you wish to lodge a complaint in relation to the services you received from us.

**Step 1:** Please call our Call Centre on 13 19 20 and we will discuss the issue and if possible resolve it immediately. We will acknowledge your complaint within one business day or as soon as practicable, and endeavour to resolve within 30 calendar days. If the complaint is not resolved within 30 calendar days, we will keep you informed as to the status of your complaint.

If you have any queries in relation to our complaints handling process, please contact us as follows:

Telephone: 13 19 20  
Email: [info@iselect.com.au](mailto:info@iselect.com.au)  
In writing: iSelect General Pty Ltd  
Level 11, Tower 1, Collins Square,  
727 Collins Street,  
Docklands VIC 3008  
Website: [www.iselect.com.au](http://www.iselect.com.au)

**Step 2:** If you are dissatisfied with the decision or the way we handled your complaint or dispute, you can also contact the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme that provides a free service to customers and is an independent and impartial body

that will deal with your complaint directly or follow up the matter on your behalf in accordance with its applicable terms of reference.

AFCA can be contacted on:

Telephone: 1800 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
In writing: Australian Financial Complaints  
Authority  
GPO Box 3  
Melbourne VIC 3001  
Website: [www.afca.org.au](http://www.afca.org.au)

#### Professional Indemnity Insurance

We have professional indemnity insurance in place to cover us for the financial services we and our Consultants provide. We understand it is adequate to meet our requirements as a financial services licensee. The policy includes coverage for claims in relation to the conduct of Consultants who no longer work for us (but who did at the time of the relevant conduct).

#### How can we be contacted?

Telephone: 13 19 20  
Email: [info@iselect.com.au](mailto:info@iselect.com.au)  
In Writing: iSelect General Pty Ltd  
Level 11, Tower 1, Collins Square,  
727 Collins Street,  
Docklands VIC 3008  
Website: [www.iselect.com.au](http://www.iselect.com.au)