

Financial Services Guide

About this Financial Services Guide

The financial services referred to in this guide are provided by Australian Seniors Insurance Agency (**Australian Seniors**), a trading name of Greenstone Financial Services Pty Ltd (**GFS**) ABN 53 128 692 884, AFSL 343079, located at 50 Norwest Blvd, Norwest NSW 2153.

In this document 'we', 'our', 'us' refers to Australian Seniors. This Financial Services Guide (**FSG**) covers insurance products distributed by Australian Seniors only. This FSG is an important document designed to help you make an informed decision about whether to use the services in relation to Australian Seniors insurance products.

It tells you who we are, how you can contact us, the services provided, who we act for, how we and other relevant persons are remunerated and how complaints are dealt with.

To assist in your decision whether to purchase an insurance product, we will provide you with a Product Disclosure Statement (**PDS**) for the relevant product. The PDS includes the benefits, risks, features and terms and conditions of the product to help you make an informed decision about whether to purchase the product.

Please keep this FSG along with your PDS in a safe place for future reference.

Our services

GFS is an Australian Financial Services Licensee. GFS is authorised under this licence to advise and deal in relation to life risk and general insurance products. GFS, under its trading name Australian Seniors, promotes and arranges for the issue of the insurance products under this licence.

Australian Seniors life and funeral insurance products are issued by Hannover Life Re of Australasia Ltd (**Hannover**) ABN 37 062 395 484. GFS operates under an arrangement with Hannover that enables GFS to issue these policies on Hannover's behalf.

Australian Seniors car, home and contents, travel, and landlord's insurance products are issued by The Hollard Insurance Company Pty Ltd (**Hollard**) ABN 78 090 584 473, AFSL 241436. GFS operates under an arrangement with Hollard that enables GFS to issue these policies on Hollard's behalf. In some situations, Australian Seniors may refer you to



Hollard who will distribute your policy directly. Where this occurs, Hollard will act under its own Australian Financial Services Licence.

Whilst we recommend the insurance products generally, in making this general recommendation, we do not consider whether it is appropriate for your personal objectives, financial situation or needs. We do not act on your behalf in providing any of our services.

As a result, you need to consider the appropriateness of any information or general advice we give you, having regard to your personal circumstances, before buying.

You need to read the relevant PDS and any other relevant policy documentation to determine if the product is right for you. If you require personal advice you need to obtain the services of a suitably qualified adviser.

How are we and other relevant persons paid for the services provided?

Where you buy an insurance product from us you must pay the premium payable to the insurer for the product. We agree with you on the amount before you purchase the product.

For any funeral insurance or term life insurance policy arranged by Australian Seniors, Hannover may pay Australian Seniors an amount of up to 55.12% of each premium paid on a level basis throughout the life of the policy.

For any car, home and contents, or landlord's insurance policy arranged by Australian Seniors, Hollard may pay Australian Seniors an amount of up to 20% of each premium. For any travel insurance policy arranged by Australian Seniors, Hollard may pay an amount up to 39.9% of each premium.

These amounts are provided to cover the costs of marketing and distributing each product, and it is included in the premium you pay and does not cost you extra. GFS also acts as the administrator of funeral insurance policies, and the cost of this is included in the amounts disclosed.

Our staff are paid salaries and may also qualify for extra remuneration depending on performance criteria which can include volume of sales. We have practices in place to ensure the conflicted remuneration requirements as set out in the Corporations Act 2001 are adhered to.

Australian Seniors may also pay referral fees to third parties whom we have affiliations with. Australian Seniors will only accept and pay for referrals where you have provided your express consent.

Compensation arrangements

We are required by the Corporations Act 2001 (Cth) to operate a compensation arrangement which is designed to compensate retail clients for losses they suffer as a result of a breach by GFS of the obligations outlined in Chapter 7 of the Corporations Act.

To this end GFS has Professional Indemnity Insurance in place which meets the legislative requirements covering the activities of the parties and includes the conduct of any employees who are no longer employed by GFS but were so at the time of the relevant conduct.

How do you give us instructions about your financial products?

Simply call **1800 004 005** (Monday to Friday 8am – 8pm AEST) and one of our telephone consultants can assist you.

How is my personal information dealt with?

We collect personal information from you to provide the financial services outlined in this document. We may engage third party service providers to collect this information on our behalf. If you do not supply the requested information we may be unable to provide the requested financial service. In providing these financial services we may disclose your personal information to third parties including insurers, reinsurers, our advisers and other insurance service providers. We are unlikely to send your personal information to any foreign jurisdiction and we take steps to ensure our service providers don't either.

You can read more about how we collect, use and disclose your personal information in our Privacy Policy, including how to complain about a breach of the Privacy Principles, which is available on our website or you can request a copy. If you wish to gain access to your information (including correcting or updating it), have a complaint about a breach of your privacy or have any other query relating to privacy please call **1800 004 005** (Monday to Friday 8am – 8pm AEST).

What do I do if I have a query or complaint?

We hope that you never have a reason to complain, but if you do, we will do our best to work with you to resolve it. To lodge a complaint or if you require assistance to lodge a complaint, please contact us using one of the following means:

Phone: 1800 004 005
Writing: Customer Support Complaints
Australian Seniors
Reply Paid 6728
Baulkham Hills NSW 2153
Email: service@seniors.com.au

Our complaint resolution process has three steps.

1. Initial response

Usually when you have a complaint, we can resolve it immediately on the phone. If we can't immediately resolve your complaint to your satisfaction, we will refer your complaint to our centralised complaints team who will acknowledge receipt of your complaint within 24 hours (or one business day) where reasonable. If we are still

unable to resolve your complaint within 5 days or your complaint is in relation to hardship or the value or decline of a claim, we will escalate your complaint for review by our Internal Dispute Resolution Team.

2. Internal dispute resolution

All matters escalated to our Internal Dispute Resolution Team will be responded to in writing. After full consideration of the matter, a written final response will be provided within 30 days that will outline the decision reached and the reasons for the decision.

3. External dispute resolution

In the unlikely event that your complaint is not resolved to your satisfaction, or a final response has not been provided within 30 days, you may be eligible to refer your matter to the Australian Financial Complaints Authority (AFCA) provided your matter is within the scope of AFCA's Complaint Resolutions Scheme Rules. AFCA is a free, fair and independent dispute resolution scheme.

You may contact the AFCA at:

Australian Financial Complaints Authority

Telephone: 1800 931 678

Website: afca.org.au

Email: info@afca.org.au

Mail: GPO Box 3
Melbourne VIC 3001

AFCA is an independent complaint review service. A decision of AFCA is binding on us (up to specified limits) but not on you. It is a service provided without cost to you.

How to contact us

If you would like to obtain further information, provide us with instructions or if you have any queries about the products and services we offer, please contact us by calling **1800 004 005** or email service@seniors.com.au

Please retain this document along with your PDS in a secure place for future reference. Hannover and Hollard have approved references that relate to them in this FSG.

Authorised for issue by: Greenstone Financial Services Pty Ltd

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