

FINANCIAL SERVICES GUIDE

This Financial Services Guide is provided by Insurance Advisernet Life Pty Ltd (IA Life)

ABN 19 132 170 337 Corporate Authorised Representative No: 334667

(“IA Life”, “We”, “Us” and “Our”).

Contact IA Life

You can contact IA Life if you have any queries about any of our products or if you need to obtain further information or provide us with information, by:

✉ PO BOX 471 Seaforth, 2092
☎ 1300 378 408
📧 customerservice@ialife.com.au

The reason for this Financial Services Guide

This document is designed to assist you in deciding whether to use any of IA Life’s products and services and provides important information such as:

- ✓ the products and services we offer,
- ✓ details about our Referral Partners;
- ✓ the remuneration received by us and our Referral Partners;
- ✓ our internal and external dispute resolution services; and
- ✓ our contact details.

When deciding whether or not to purchase a life insurance product through us, you should also read the relevant Product Disclosure Statement (PDS) along with this FSG. A PDS is issued by the insurer and provides information about the product to help you decide if you wish to purchase it.

About IA Life and our services

IA Life is a Corporate Authorised Representative of Insure Me Now Pty Ltd an Australian Financial Services Licensee AFSL No: 416019. As a Corporate Authorised Representative, IA Life is authorised to provide general advice on, and deal in, life insurance products. While we provide general information about our range of products, we do not provide personal advice about a product’s suitability for you. You must consider the appropriateness of any product for you and, if you are uncertain, you should seek the advice of a qualified financial adviser.

We have arrangements with various organisations - Referral Partners - who make referrals to us. In making any referral, Referral Partners do not advise on the products and services we may provide to you, nor represent that our products and services are right for you. You need to make your own decision based on the information we provide. If you purchase a life insurance product as a result of a referral from a Referral Partner, we will pay our Referral Partner a referral commission equal to 12.5% of the premium. The commission is included in the premium you pay for the Policy and is not an extra cost to you. This is paid to the Referral Partner each year for as long as you retain the policy.

The life insurance product (Policies) are issued by Hannover Life Re of Australasia Ltd (Hannover) ABN 37 062 395 484. IA Life is responsible for the maintenance and operation of the IA Life website which facilitates the sale of Policies and which:

- (i) facilitates Clients to apply for Policies, the transmission of Client information to Hannover’s electronic underwriting system and notification to the Client of Hannover’s decision in relation to the Client’s application;
- (ii) incorporates a feature that permits IA Life and Hannover to determine the source of the referral of the Client to the website by the provision of a code number to the Client;
- (iii) captures the Applicant’s personal and payment authorisation details including details necessary for Hannover’s electronic underwriting system; and
- (iv) is capable of retaining records and providing reports in relation to the information referred to in (ii) and (iii) above but does not allow information in respect of payment authorisation details to be retained after submission to the relevant financial institution.

IA Life, as a Corporate Authorised Representative of IMN, access the relationship between IMN and Hannover. IMN and Hannover have entered into a distribution and administration agreement under which IMN markets Policies and undertakes some administration functions for Hannover.

IA Life nor IMN are not authorised by Hannover to make decisions on Hannover’s behalf about whether a Policy will be issued or about paying claims.

When you apply for a life insurance product through IA Life, we will collect personal information from you and provide it to the product issuer so that they may determine whether or not to issue the product to you.

IA Life remuneration

For each Policy that IA Life arranges for you, we receive a commission from IMN. We use the commission to cover the costs of distributing and administering your product. The commission is included in the premium you pay for the Policy and is not an extra cost to you. The commission received from IMN is twenty one and a quarter percent of the premium.

Out of the commissions paid to us, IA Life pays commissions to our Referral Partners and other organisations which may refer new customers to us. We will pay our Referral Partners a commission of up to twelve and a half percent. This is paid to our Referral Partner each year for as long as you retain the policy. Any fees paid in this regard are paid by IA Life and there is no additional cost to you.

Your privacy

Please read the IA Life Privacy Policy available at www.ialife.com.au

You have the right to access the personal information we hold about you. When you complete an application for a life insurance product you consent to us providing some or all of the personal information we collect from you to external parties in order to administer your Policy or assess your claim. By providing your contact details to us you agree to IA Life contacting you from time to time in relation to administering your Policy or claim, or to provide you with information about other products we offer, which may be relevant to you (unless you instruct us otherwise). If you do not wish to receive information on other products or services offered by IA Life please contact us.

Dispute resolution process

IA Life has an internal dispute resolution service in the event that you have a concern or complaint about IA Life, your Policy or one of our Referral Partners. If we are unable to resolve the dispute to your satisfaction you may then refer your complaint or concern to an external dispute resolution service. These services are free of charge to you.

Should you have a complaint or concern please call **1300 378 408** or write to customerservice@ialife.com.au

In the event that our Complaints Officer cannot resolve your concern, you may contact the Australian Financial Complaints Authority (AFCA), which is an independent complaints resolution body, and a free service to you.

You can contact AFCA on **1800 931 678** or write to them at **GPO Box 3, Melbourne VIC 3001**. To use AFCA, you must have first gone through our internal dispute resolution service.

Professional Indemnity Insurance

In accordance with the law, IA Life holds professional indemnity insurance to cover its activities, and those of its Referral Partners.