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Financial Services Guide (FSG)

A GUIDE TO OUR RELATIONSHIP WITH YOU AND OTHERS

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8410



A Guide to Our Relationship With You And Others

This FSG contains important information about AFA Pty Ltd (AFA). Please read it carefully as is designed to help you decide whether to use our services.

This Guide includes information about:

- The services we offer you
- The financial services we are authorised to provide
- What information we maintain about you
- Product Disclosure Statements
- How we and our associates are remunerated
- Our internal and external complaints and dispute resolution procedures and how you can access them
- Our client compensation arrangements

The Financial Services covered by this Financial Services Guide are provided by:

AFA PTY LTD
Level 12 19-31 Pitt Street
Sydney, NSW 2000
Ph: 02 9259 8222 Fax: 02 9259 8200

Our Australian Financial Services Licence number is 247122 and our ABN number is 83 067 084 333

1. About AFA

AFA is an underwriting agency specialising in the design and marketing of Accident and Health insurance products. AFA has been provided with a binding authority by insurers authorising us to enter into, vary and cancel insurance as well as settle any claims on behalf of insurer as if we were them. This means that AFA is the agent and acts on behalf of insurers and not you.

What kind of financial services are we authorised to provide and what kinds of Financial Products/s do those services relate to?

We are able to provide general financial product advice and deal in relation to general insurance products as follows:

- General advice is where we provide advice on an insurance product, which is not based on our consideration of your personal needs.
- Dealing services are the services of issuing, varying or disposing of insurance policies, or arranging for this, whether on your behalf or the insurer's.

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

AFA is committed to protecting your privacy. We maintain a record of your personal profile from information supplied to us by you (or your intermediary). We only use it for the purposes of providing our services to you and administering your and our rights under your insurance policies. That record contains information provided by you and, about insurance policies that we have arranged for you.

AFA does not trade, rent or sell your information and you can check the information we hold about you at any time. AFA's complete Privacy Policy can be accessed on our website www.afainsurance.com.au or by writing to us at the address shown in this FSG.

If you wish to access your file, please contact our Privacy Officer on 02 9259 8222.

3. Product Disclosure Statement (PDS)

If you are a retail client and decide to acquire an insurance policy from our company, you will be given a Product Disclosure Statement (PDS) before or at the time you acquire the insurance. The PDS is designed to assist you to make informed choices about your insurance needs. It gives a summary of the features, benefits and risks associated with, including general information about, the insurance as well as a policy wording (that sets out the specific terms, conditions and exclusions of the cover provided).

4. How AFA is remunerated

Unless we tell you otherwise AFA will receive commission, which is percentage of the Insurer's gross premium (i.e. premium excluding stamp duty, fire services levy, GST or other government charges, taxes, fees or levies) each time you buy a policy (including renewals) and for some variations. This does not increase the amount of premium paid by you.

Commission will be received only after the contract has been entered into and is payable to us at the end of each month.

Other remuneration information:

- Our staff receive an annual salary.
- If you were referred to us, we may pay the person who referred you up to half of the commission that would normally be payable. This does not increase the amount payable by you.
- If there is a refund of premium payable as a result of the cancellation or adjustment of a policy, we reserve the right to retain our remuneration earned prior to the cancellation or adjustment. This is a percentage of the base premium for the period elapsed on the insurance contract as at the time of cancellation or adjustment.

You can ask us for further details of the remuneration that we receive. If you are interested in this information, you must ask us for it within a reasonable timeframe after receiving this FSG. You must ask us before we provide any financial services to you, such as placing your insurance.

5. Cooling off period

A cooling off period may apply to an insurance policy issued to you as a retail client. If you decide that you do not require the contract of insurance, you have 14 days from the earlier of the date you receive confirmation of this insurance contract and the date 5 business days after the date the insurance contract was arranged (whichever is earlier) to change your mind. You must tell us in writing that you wish to return the insurance contract and have the premium repaid.

You cannot return the contract of insurance if it has already expired or if you have made a claim under it.

6. Renewals

In some cases we may automatically renew your insurance to ensure you continue to be covered. At that time we will send you an offer to renew the insurance policy and invoice you for the cost of renewal. If there is a change to your circumstances or if you want to change the details of the cover, contact us as soon as you receive the renewal offer. This will allow us to assess whether your insurance is appropriate for your circumstances.

7. What should I do if I have a complaint?

AFA has established formal internal dispute procedures to ensure that all enquiries and complaints are fairly and properly considered and dealt with. If you have an enquiry or complaint about our services please telephone our Complaints Officer on 02 9259 8222

We will try to resolve your complaint within 15 days. If you are not satisfied with the outcome of our internal dispute resolution process you may lodge a written complaint with the Financial Ombudsman Service Limited (FOS) which can be contacted at:

GPO Box 3, Melbourne, Vic 3001

Freecall: 1300 780 808

Fax: 03 9613 6399

Email: info@fos.org.au

Web: www.fos.org.au

This service is offered to you free of charge and their decisions are binding on AFA but not you.

8. Professional Indemnity Insurance

AFA has professional indemnity insurance in place which covers AFA and our employees for any errors or mistakes relating to our insurance services. This insurance meets the requirements of the Corporations Act and meets claims relating to an employee even after they cease to be an employee of AFA, provided that the Insurer is notified of the claim when it arises and this is done within the relevant policy period.

9. How can you give us instructions?

To provide instructions, or if you need further information about AFA's products or services, or have any queries please contact our office on 02 9259 8222 or visit our website: www.afainsurance.com.au

Please keep this FSG along with your policy documents in a safe place for your reference and any future dealing with us.