

## Financial Services Guide (FSG) – a guide to our relationship with you

This guide aims to help you make an informed decision about the financial services and products we can provide to you as a retail client.

### It contains important information about:

- the services we can offer you
- how we and our associates are remunerated
- our internal and external dispute resolution procedures and how you can access them

It is an important document. Please read it carefully and keep it in a safe place.

If you are a retail client, then before we arrange an insurance policy for you or provide personal advice recommending that you buy one, you will be given a Product Disclosure Statement where required by law. It is prepared by the insurer and is designed to give you important information on the features, benefits and risks of the policy to assist you in making an informed decision about whether to buy the insurance or not. It may be more than one document.

## ABOUT US

Lumley General Insurance Limited (ABN 24 000 036 279), AFS Licence Number 241461, is an AFS Licensee authorised under the *Corporations Act 2001* to provide financial product advice on and deal in general insurance products.

### Lumley's contact details

Lumley General Insurance Limited

Lumley House, Level 9, 309 Kent Street, Sydney, New South Wales 2000

Ph: (02) 9248 1111

Fax: (02) 9248 1198

Lumley has authorised the following entity and person as authorised representatives to provide the following financial services on its behalf:

- Parks Insurance Pty Ltd (**Parks**) (ACN 001 976 049), AR Number 271091 a wholly owned subsidiary of Lumley - it can provide general advice on and deal in Lumley's general insurance products. Parks also has a "binding authority" authorising it to issue, vary and dispose of Lumley's general insurance products on Lumley's behalf as if it were the insurer; and
- Robert Meyer AR Number 307635, a consultant to Parks - he can provide general advice on and deal in Lumley's general insurance products.

All of the authorised representatives and employees are, unless stated otherwise, collectively referred to in this FSG as "we" or "us" and can be contacted at:

C/- Parks Insurance

6/b Margaret Street, Wyong NSW 2259

Ph: (02) 4351 1188

Fax: (02) 4351 1199

If we provide you with general advice, the advice will not have been prepared taking into account your individual objectives, financial situation or needs. Because of this, before you make any decision in relation to the product, you should consider the appropriateness of the advice and read the Product Disclosure Statement for any product recommended to ensure that it is suitable for you.

## **HOW DO WE AND LUMLEY PROTECT YOUR PRIVACY?**

We (including Lumley) are bound by the National Privacy Principles of the *Privacy Act* 1988 (Cth) when we collect and handle personal information provided by you (this includes the personal information of other persons that you, or others, have provided to us in relation to this insurance).

We collect personal information for the purpose of providing insurance, including arranging insurance, policy administration and claims handling. We may also collect your personal information to conduct market or customer satisfaction research and to develop and identify products and services that may interest you. If necessary, we may collect information about your health and other sensitive information, but we will obtain your consent before doing so unless the collection is required or permitted by or under law.

We disclose personal information to persons we deal with in providing our services to you, for example, reinsurers, insurance intermediaries, insurance reference bureaus, credit reference agencies, our and your advisers and those involved in the claims handling process, for the purposes of assisting us and them in providing relevant services and products, and for the purposes of litigation. We limit the use and disclosure of any personal information provided by us to them to the specific purpose for which we supplied it. By providing your personal information to us, you consent to us making these disclosures.

Without this information, we may not be able to provide you with the services you require.

When you give us personal information about other individuals, we rely on you to have made or make them aware that you will or may provide their information to us and the types of third parties we may provide it to, the relevant purposes we and the third parties will use it for, and how they can access it. If you have not done or will not do either of these things, you must tell us before you provide the relevant information.

If you would like a copy of our Privacy Policy, would like to seek access to, or correct your personal information, or opt out of receiving materials we send, please contact us.

## **HOW WILL YOU PAY FOR THE SERVICES WE PROVIDE?**

Lumley receives a premium for any policy you buy from it. You are told the amount when you apply for insurance.

Parks receives payment either by commission or by charging you a fee or a combination of both, whenever you enter into an insurance policy with Lumley arranged by us (including renewal and some variations which increase the premium payable).

If Parks is paid a commission, this will be a percentage of Lumley's base premium (i.e. premium excluding stamp duty, fire services levy, GST or any other government charges, taxes, fees or levies). The rates of commission may vary for each product type.

If Parks is paid by a fee, this will be a dollar amount based on the complexity of the work needed to provide you with the cover you require and may include survey costs. This fee will be shown separately on any invoice that is provided to you.

If a cover is cancelled before the expiry of the period of insurance, we will refund to you only the net return premium we received from the insurer. We will not refund any part of the fee we receive for arranging the cover, unless cancellation is within the cooling off period.

All employees are remunerated by means of salary and may receive a bonus or incentives. This amount is not performance based.

You can ask us to give you more particulars of the remuneration that is received within a reasonable time after receiving this FSG but before any financial services referred to in this FSG are provided.

## **COMPENSATION ARRANGEMENTS**

The *Corporations Act 2001 (Cth)* requires licensees to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of this Act, unless an exemption applies. Our licensee is exempt from this requirement because it is an insurance company supervised by the Australian Prudential Regulation Authority and subject to the prudential requirements of the *Insurance Act 1973 (Cth)*.

## **WHAT HAPPENS IF YOU HAVE A COMPLAINT?**

If you have a complaint please contact us. We will attempt to resolve your complaint immediately or refer the matter to Lumley's Internal Dispute Resolution Committee (**IDRC**) if it is unresolved.

If you are not satisfied with the decision of the IDRC, you may be able to access an independent external dispute resolution body called *Insurance Ombudsman Service Ltd (IOS)*, which you can contact on 1300 780 808. These are free services.

Further information about Lumley's dispute resolution process or the IOS is available from Lumley on request.

## **HOW YOU CAN GIVE US INSTRUCTIONS**

You can give us instructions by telephone or mail using the contact details provided.

## **FURTHER INFORMATION**

If you would like to contact us to obtain further information or if you have any queries please telephone us on (02) 4351 1188.

Please retain this document along with your current policy documentation in a safe place for your future reference.

Lumley has authorised the distribution of this FSG by us. No handwritten changes are permitted and you should contact Lumley if this has occurred.

*Preparation Date of FSG: 13<sup>th</sup> June 2008*