

Financial services guide

About this Financial Services Guide (FSG)

This Guide is intended to assist you in determining whether to use the financial services we and our representatives can provide to you, as set out in this Guide. It includes important information about remuneration that may be paid to us or others in relation to the products or services offered and details of our internal and external dispute resolution procedures and how you can access them.

If you are a retail client, then before you buy an insurance policy, we or our representative will give you a Product Disclosure Statement, unless this is not required by law. This document is prepared by the relevant insurer(s) 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 it or not. It may be more than one document.

Key information is set out in this Guide in answer to specific questions. If you need more information or clarification, please ask us. You may obtain another copy of this Guide by any of the means set out in our contact details below, or alternatively by asking our Distributor.

About us and our services

The financial services covered by this FSG may be provided by the following members of the CUNA Mutual Group, also referred to in this FSG as “we” or “us”:

- CUMIS Insurance Society Inc. (ABN 72 000 562 121) (CUMIS), trading as CUNA Mutual General Insurance, an Australian Financial Services Licensee (AFSL No. 245491) which is authorised under the Corporations Act to provide financial product advice on and deal in general insurance products to retail and wholesale clients; and
- CUNA Mutual Life Australia Limited (ABN 83 089 981 073) (CMLA), an Australian Financial Services Licensee (AFSL No. 245492) which is authorised under the Corporations Act to provide financial product advice on consumer credit life insurance products and deal in life insurance products to retail and wholesale clients.

Both CUMIS and CMLA can be contacted at:

**Level 10, 345 George Street
Sydney NSW 2000**

**GPO Box 1276
Sydney NSW 2001**

P: (02) 9295 5555

F: (02) 9295 5500

Policy enquiries: 1800 730 121

Claims enquiries: Domestic: 1300 660 727

CCI: 1800 226 122

We have appointed Customer Service Consultants to act on our behalf in providing our services who are employees of CUNA Mutual Australia Limited (ABN 75 089 981 037) a related body corporate of ours.

About our distributors and what they can do

To assist us in the distribution of our products, we have appointed several insurance distributors (“Distributors”).

Where we have appointed the Distributors as our authorised representative under a binder arrangement, they will act on our behalf in the course of distributing our products. Where these Distributors deal in bundled consumer credit insurance products (i.e. consumer credit insurance products that include a general insurance and a life insurance component) they deal in the general insurance component on behalf of CUMIS and the life insurance component on behalf of CMLA.

From time to time we may also enter into commercial arrangements with other types of Distributors to distribute our products without a binder. These independent Distributors will not act on our behalf and are not our appointed authorised representatives.

The Financial Services Guides for all of our Distributors will set out who they act for when they provide financial services to you.

You can contact us to confirm if any person is our Distributor.

About our referrers and what they can do

We have certain referral arrangements with various financial institutions and persons under which those persons (“Referrers”) refer you to us and our Distributors and other representatives.

They are not authorised to provide financial product advice on or to deal in any life or general insurance products on our behalf.

How will I pay for the services provided?

If you buy insurance from us as the product issuer (this includes renewals and some variations), we receive a premium from you.

When you are referred to us, we generally pay our Distributors either a management fee for services rendered or a percentage of the base premium (i.e. premium excluding stamp duty, GST or any amount payable in relation to government charges, taxes, fees or levies). The rates vary for each product type.

Where a Referrer has been involved we, our Distributor or our associates may pay them the same types of remuneration as a Distributor for each successful referral.

CUNA Mutual Australia Limited receives a management fee for providing all insurance related services to us. Our Customer Care Consultants receive a salary from them which may include bonuses based on performance criteria.

In some cases we may act as a referrer or as a representative of another product issuer. If we do they may pay us remuneration of the type specified above for Distributors and Referrers.

You can ask us, our Distributor and/or the Referrer to give you more particulars of the remuneration within a reasonable time after receiving this FSG but before any financial services referred to in this FSG are provided.

How we collect and use your personal information

Our Privacy Policy explains our commitment to the protection of your personal information. You may obtain a copy of our Privacy Policy by any of the means set out above in our contact details.

How can you give us instructions?

You can give us instructions, using the details set out above, in writing, by letter or fax or another method agreed by us. If you have been provided with financial services by a Distributor and they have not provided you with any contact details, you can contact us instead.

If you have a complaint

Our philosophy and practice has always been to provide you with the very best in service and claims by giving you immediate access to the people who can help you and resolve any issue quickly.

Problem resolution is a priority for us. We have established complaint resolution procedures that aim to deal with complaints quickly and fairly. If you have a complaint about our financial service, please contact us. You can contact us by calling 1300 654 483 EST, 9am-5pm, Monday-Friday.

If we receive a complaint, we will attempt to resolve it immediately. If the person receiving the complaint cannot do so, the matter will be referred to a Manager with sufficient authority and training to deal with the complaint. A written response to the complaint will be issued within fifteen (15) working days.

If the written response does not resolve the complaint to your satisfaction, a dispute arises and the matter will be referred to our Internal Dispute Resolution (IDR) Committee who have the appropriate powers to deal with the dispute. The IDR Committee will review all aspects of the dispute and may undertake additional investigations in order to establish the facts and act fairly to all parties concerned. A written notice setting out the final decision and reasons will be issued within fifteen (15) working days of the dispute arising. This notice provides details of further available action if the dispute is not resolved to your satisfaction, including referral of claims disputes to

insurance industry review panels, consumer tribunals, mediation, arbitration and the formal legal system.

For life insurance all complaints must at least be resolved within 45 days or up to a maximum of 90 days if you agree.

If your complaint cannot be resolved to your satisfaction, you have the right to refer the matter to an external dispute resolution (EDR) scheme.

External Dispute Resolution (EDR)

As required under law, we belong to an approved EDR scheme which is a free consumer service that assists in the resolution of disputes between consumers and their member financial service providers.

CUMIS and CMLA are members of the Financial Ombudsman Service Limited (FOS) which deals with complaints relating to insurance. FOS contact details are as follows:

Financial Ombudsman Service Limited

National Toll Free (local call fee applies) 1300 78 08 08

GPO Box 3

Melbourne VIC 3001

Email: fos@insuranceombudsman.com.au

It is important that you contact us in the first instance so we can endeavour to resolve your complaint.

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. We are exempt from this requirement because we are an insurance company supervised by the Australian Prudential Regulation Authority and subject to the prudential requirements of the Insurance Act 1973 (Cth).

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CUNA MUTUAL GROUP
