



Financial Services Guide

Date: 21 April 2016

This Financial Services Guide has been prepared and is provided by Lifebroker Pty Ltd, Australian Financial Services Licence number 400209 ("Lifebroker, we, us").

Lifebroker Pty Ltd ACN 115 153 243

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13 54 33

Purpose of this Document

This Financial Services Guide (FSG) is intended to inform you about us and our relationship with you before we provide you with financial services. It is intended that this FSG should assist you in deciding whether to use any of the services provided by Lifebroker and our representatives. It contains information about:

- The financial services we provide
- Documents you may receive
- Who we act for
- Our compensation arrangements
- Our Internal and external complaints process
- How we are paid (fees and commissions)
- Relationships and Associations
- Your Privacy
- How to contact us

The Financial Services we provide

Lifebroker is a financial service business which provides customers with comparisons on life insurance products. Lifebroker is committed to providing information to enable clients to be better informed regarding Life insurance products that are available to the public.

Lifebroker is authorised, under its Australian Financial Services Licence, (AFSL) to:

Provide financial product advice on life insurance and superannuation products to retail clients.

Deal in life insurance and superannuation products to retail clients

Lifebroker only provides general advice on a range of life insurance products, through our authorised employees who act on our behalf.

Where we do provide general advice regarding a financial product, Lifebroker does not consider whether the products are appropriate for your personal circumstances, financial situation or needs. As a result, you need to consider the appropriateness of the information or general advice given to you, having regard to your own personal circumstances, before acquiring a life insurance product.

Documents you may receive

You will be provided with a Product Disclosure Statement (PDS) containing information about key features of the financial product, significant risks and benefits, and fees associated with the financial product that will assist you to make an informed decision about whether the product is appropriate for you.

Who we act for

Where we provide you with general advice in the form of comparisons, we act for you. Should you decide to proceed with acquiring a life insurance product, we act for the life insurer. Where you decide to acquire life insurance structured through superannuation, we act for the trustee of the superannuation fund.

Life Insurance through Superannuation

While Lifebroker is authorised under its financial services licence to provide a financial service in relation to superannuation products it currently only provides comparisons on life insurance products. There may be instances where a life insurance product is able to be structured within the superannuation environment. In this instance the policy is owned by a superannuation fund and the option may exist for a member to choose to pay the premium from another superannuation fund. Where you have life insurance structured through superannuation, you can expect to receive an annual statement each year from the superannuation fund outlining the contributions which have been made. Lifebroker does not provide advice on any retirement type corporate or personal superannuation products and is not the trustee of any superannuation fund. A Lifebroker Representative will be able to provide you with more information in relation to this.

Our compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by Section 912B of the Corporations Act. This insurance provides cover for claims made against us and our representatives including claims in relation to the conduct of representatives who no longer work for us, but who did so at the time of the relevant conduct.

Addressing any concerns you have

Irrespective of our status as a licensee or representative, our reputation is built on helping you find a life insurance product(s) that meets your requirements. We go to great lengths to ensure satisfaction with our services and offerings. However, there may be instances from time to time, where applicants may be dissatisfied with the outcomes of our consultation process. If you have a complaint about the service that we provide, the following steps or avenues for resolution are available to you.

- **Step 1:** Most complaints arise from miscommunication and can usually be resolved quickly. So please, contact one of our representatives on 13 54 33 or email us at info@lifebroker.com.au and tell us about your concerns.
- **Step 2:** If the matter is not satisfactorily resolved within seven days by talking with our representative, we will apply our internal complaints process to manage your concerns. In these circumstances the complaint will be escalated to our Professional Standards Manager or you can contact them on 13 54 33 or in writing at PO Box 5054, South Melbourne VIC 3205.
- **Step 3:** If you still do not get a satisfactory outcome within 45 days, then you may send your complaint to the Financial Ombudsman Service (FOS) for insurance matters, or within 90 days to the Superannuation Complaints Tribunal (SCT) for superannuation matters. These are external, independent bodies offering free and accessible dispute resolution services to clients who have tried to resolve their complaint with their financial institution.

FOS
GPO Box 3
MELBOURNE VIC 3001
Phone: 1800 367 287
Website: www.fos.org.au

SCT
Locked Bag 3060
MELBOURNE VIC 3001
Phone: 1300 884 114
Website: www.sct.gov.au

Disclosure of Remuneration

When insurance is arranged for you, you will be required to pay a premium and this will be paid to the insurer of the product. The premium includes any commission payable by the insurer for distributing the product so you do not need to pay any extra.

Where a life insurance product is arranged for you, Lifebroker may receive a commission from the insurer of between 25%-124% of the premium in the first year. Lifebroker may receive an ongoing commission from the insurer of between 5% and 33% each year the premium is in force. For example, if your insurance premiums were \$750 per annum, we may receive up to \$930 commission in the first year and up to \$247.50 commission in subsequent years.

Where a representative arranges a policy for you over the telephone, that representative may in addition to their salary, receive a commission. The amount of commission is dependent on a number of factors including the number of products issued and the level of compliance achieved. There may be circumstances where additional commissions, bonuses and non-cash incentives are paid and these will accrue from time to time. These are not an additional cost to you.

Lifebroker may pay a benefit to third parties, in exchange for that third party referring clients to it or its representatives. The amount of the benefit may be a percentage or flat fee, with its calculation determined by factors that may include number of referrals, who the referrer is, and/or the type of services Lifebroker provides to those people referred to it.

Lifebroker may receive other benefits based on the number of policies written and/or maintained from product providers over a specified time frame. These benefits are not an additional charge to you.

Relationships and Associations

Lifebroker is wholly owned by National Financial Solutions Pty Ltd (NFS). NFS is owned by TAL Distribution Holdings Limited ABN 26 095 839 179 and is part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies, which includes the insurer TAL Life Limited ABN 70 050 109 450 (TAL) and the corporate trustee TAL Superannuation Limited (TASL) ABN 69 003 059 407. TAL issues policies (AFSL 237848) including TAL Accelerated Protection and TAL Go Protect that we may quote to you from time to time. TASL is authorised (AFSL 237851) to issue interests in superannuation products.

Privacy Policy

In order to comply with the requirements of the Privacy Act, we are required to advise you that this firm holds personal information about you. The information has been and will continue to be collected by us for the purpose of providing you with financial services including:

- a) The preparation of your quotes;
- b) The provision of insurance advice to you;
- c) Making insurance recommendations;
- d) Reviewing insurance;
- e) For other related matters.

We are required, to collect information about you for the purpose of providing you with the services referred to above. If you do not provide us with the information requested by us, we may not be able to provide you with the services required.

We will from time to time disclose information about you to other insurance providers, and product issuers in connection with the purposes detailed above. We may also disclose information about you to related entities or external service providers (who will be under a duty of confidentiality) for the purpose of assisting us with providing our financial services.

In the event we consider it necessary to use or disclose information about you for purposes other than those detailed above or related purposes, we will seek your consent.

You are entitled to obtain access to the information which we hold about you by contacting the firm's Professional Standards Manager on 13 54 33 or by writing to PO Box 5054, South Melbourne VIC 3205.

Call Recording

All inbound and outbound calls to the Lifebroker office are recorded for compliance and training purposes.

Opt-Out

From time to time Lifebroker may use your information to promote and market our products and services to you. If you do not want to receive these emails or call, or would prefer to receive calls at certain times or days, please contact us on 13 54 33. If you do not want to receive any information on other products or services offered by Lifebroker or the insurers, please contact us.

[Our Privacy Policy is available here.](#)

Lifebroker contact details

Our team is ready to help on 13 54 33

Our business hours are:

9am - 8pm Monday to Friday

Appointments are also available on Saturday for applications.

Or fax on 1300 20 40 30.

Address

PO Box 5054

South Melbourne VIC 3205