



**Financial Services Guide**

## About this Financial Services Guide

Issued: 11 September 2019

Choosi Pty Ltd (ABN 15 147 630 886; AFSL 402397) is a related company of Greenstone Financial Services Pty Ltd (ABN 53 128 692 884; AFSL 343079) (GFS).

This Financial Services Guide (FSG) is issued by Choosi Pty Ltd ('we', 'us', 'our' or 'Choosi'), and is an important document designed to help you make an informed decision on whether to use the financial services we provide in relation to the insurance products available for sale through us.

You should retain this document along with the Product Disclosure Statement (PDS) of any product you decide to purchase in a secure place for future reference.

The aim of this FSG is to provide you with information on the financial services we may provide, how we're remunerated for these services, what to do if you have a complaint, and how we can be contacted.

Where required by law, we'll also provide you with access to the relevant PDS from the insurance provider. The PDS contains information about the benefits and significant characteristics of the relevant product and is aimed to assist you in making an informed decision whether to buy it or not. Before you acquire a product, you should read the PDS carefully and use it to decide whether to purchase the product.

### Financial services provided by us

We're an Australian Financial Services Licensee (no. 402397) authorised to deal in and provide general advice in relation to general and life insurance products.

We provide general advice only in the form of a comparison of a range of insurance products.

You can obtain quotes and information about a policy through our website or over the telephone with a Choosi call centre operator. We'll provide quotes and comparison services in relation to a range of life insurance, income protection insurance, funeral insurance, pet insurance, business insurance, car insurance, home and contents insurance, and business insurance policies. The full list of policies that we provide this service for is available on our website.

You can also purchase some policies online or over the telephone. These services are limited to life insurance, income protection insurance, funeral insurance and pet insurance for

the brands listed below under **Products available through us**. When you apply for a quote or purchase an insurance policy through us, we'll give you information about the product and we'll collect certain information from you in order for insurers to determine whether to provide you a quote.

Should you decide to purchase a policy, we'll be the arranger of your insurance and the relevant insurer will be the product issuer.

The car insurance and home and contents insurance products we compare are issued and distributed by Compare The Market Pty Ltd (ABN 83 117 323 378; AFSL 422926) (CTM). If you choose to purchase these products, we'll refer you to CTM.

The business insurance products we compare are issued and distributed by BizCover Pty Ltd (ABN 68 127 707 975; AFSL 501769) (BizCover). If you choose to purchase these products, we'll refer you to BizCover.

We don't act on your behalf in providing the above financial services.

### Products available through us

We don't provide information on all products available in the market and there may be aspects to each product that we don't compare. We don't consider whether a product is appropriate to your personal objectives, financial situation or needs. Therefore you need to consider the appropriateness of any information given to you, having regard to your personal circumstances before buying an insurance product. You need to read the relevant PDS to determine if the product is right for you. If you require personal advice, you need to obtain the services of a suitably qualified adviser.

A full list of brands that we can provide information on, or access to, is listed on our website or is available upon request. We can arrange some products directly online or over the phone, or (where requested by you) we'll refer you to a third-party adviser to arrange your insurance. The products that can be arranged directly through us are limited to life insurance, income protection insurance, funeral insurance, and pet insurance for the following brands: Australian Seniors Insurance Agency, Kogan Life Insurance, Guardian Insurance, Guide Dogs Pet Insurance, Prime Pet Insurance, RSPCA Pet Insurance, Real Insurance, and Woolworths Insurance.

This list is correct at the date of issue of this FSG and is subject to change without notice. For an up-to-date list of products we can arrange directly, please refer to our website.

## Relationships

We're a related company of GFS, which is authorised by the relevant insurers to distribute each of the brands directly available through us. A full list of brands that we can arrange directly is outlined above in **Products available through us**. GFS receives commission income from the product issuer for the placement and ongoing administration of your policy.

We are a related company of The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473; AFSL 241436) which is the insurer of each Pet Insurance product directly available through us. We're also a related company of PetSure (Australia) Pty Ltd (ABN 95 075 949 923; AFSL 420183) which is the administrator of each pet insurance product directly available through us.

## Remuneration

As issuer of the product, the relevant insurer is paid the premium for an insurance policy if you purchase it. The commission we receive varies by the type of financial product sold and who the provider of the product is.

With regards to life insurance, income protection insurance, and funeral insurance products, we're paid a commission when we arrange for you to purchase a policy through our website or through our call centre, or when you purchase a product as a result of a referral. If you purchase a product directly available through us, the distributor (GFS) is paid a commission directly from the product provider. GFS will then pay to Choosi up to 52% of the premiums to be received over the expected life of the policy.

With regards to pet insurance products, GFS and Choosi collectively receive a commission of up to 42.38% of the premiums, which is shared between the parties.

CTM pays a referral fee to Choosi of up to \$90 for each policy sold by CTM as a result of a referral.

BizCover pays a referral fee to Choosi of up to 13% of the premium charged by the insurer (excluding taxes) for all policies sold by BizCover as a result of a referral.

In each case, the commission paid to us is part of the cost of the insurance policy and it doesn't affect the price that you pay.

All Choosi employees are paid on a salaried basis and some may receive bonus payments related to performance. No staff member at Choosi receives a direct financial or non-financial incentive from the insurers that we partner with. We have practices in place to ensure the conflicted remuneration requirements as set out in the Corporations Act 2001 (Cth) are adhered to.

## How we look after your details

We collect personal information from you to provide the financial services outlined in this document. We may engage third-party service providers to collect this information on our behalf. If you don't supply the requested information, we may be unable to provide the requested financial service. In providing these financial services, we may disclose your personal information to third parties including insurers, reinsurers, our advisers, and other insurance service providers. We may also use your personal information to provide you offers concerning other services from Choosi. You can opt out of this at any time by contacting us.

We're unlikely to send your personal information to any foreign jurisdiction. However, your insurer may do so, and we therefore recommend that you take steps to review the Privacy Policies of any prospective insurer.

You can read more about how we collect, use, and disclose your personal information in our Privacy Policy which is available at [choosi.com.au/privacy-policy](http://choosi.com.au/privacy-policy) or you can request a

copy. If you wish to gain access to your information (including correcting or updating it), have a complaint about a breach of your privacy or have any other query relating to privacy, please call **13 55 55** Monday to Friday, 8am – 8pm AEST.

## How to make a complaint

If you're unhappy about any of your dealings with us, we ask you in the first instance to contact our call centre on **13 55 55** and where possible, we'll aim to resolve your issue directly with you over the phone. If it isn't possible to deal with the issue immediately, we'll either call you back or email you to try and resolve the issue. If you don't feel that your complaint has been dealt with satisfactorily, you can write to:

Dispute Resolution Manager  
Choosi Pty Ltd  
PO Box 7186  
Baulkham Hills NSW 2153

Your complaint will then be investigated by an officer with full authority to deal with this matter and you'll receive the outcome of this investigation in writing.

In the unlikely event that your complaint isn't resolved to your satisfaction, or a final response hasn't been provided within 45 days, you may be eligible to refer your matter to the Australian Financial Complaints Authority (AFCA) provided your matter is within the scope of the AFCA Terms of Reference. AFCA is an independent dispute resolution service provided free of charge. You may contact AFCA at:

### Australian Financial Complaints Authority

**Mail:** GPO Box 3, Melbourne VIC 3001  
**Phone:** 1800 931 678  
**Website:** [afca.org.au](http://afca.org.au)  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)

A decision of AFCA is binding on us (up to specified limits) but not on you.

## Compensation

As required by the Corporations Act 2001 (Cth), we have Professional Indemnity Insurance in place, which will compensate our retail clients for loss suffered as a result of a breach by us of our relevant obligations under Chapter 7 of the Corporations Act. The insurance covers the activity and conduct of our employees, including any employees who are no longer employed with Choosi but were so at the time of the relevant conduct.

## More information

You can obtain further information by visiting [choosi.com.au](http://choosi.com.au)

Alternatively, you can contact us for more information using any of the details below:

## How you can contact us

**Phone:** 13 55 55  
Monday to Friday, 8am - 8pm AEST

**Email:** [customerhelp@choosi.com.au](mailto:customerhelp@choosi.com.au)

**Mail:** Choosi Pty Ltd  
PO Box 7186  
Baulkham Hills NSW 2153