



# Financial Services Guide

## About this Financial Services Guide

Issued: 26 September 2024

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) or the pet insurance Policy Booklet 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/Policy Booklet from the insurance provider. The PDS/Policy Booklet 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/Policy Booklet 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, funeral insurance, income protection insurance, pet 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, 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 or a policy.

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 hosted and managed by Compare the Market Pty Ltd (ACN 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 of 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/Policy Booklet 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, funeral insurance, income protection insurance, and pet insurance for the following brands: Australian Seniors, Kogan Life Insurance, Guardian Insurance, Guide Dogs Pet Insurance, Prime Pet Insurance, RSPCA Pet Insurance and Real 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're also a related company of The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473; AFSL 241436) — the insurer of each pet insurance product directly available through us; and PetSure (Australia) Pty Ltd (ABN 95 075 949 923; AFSL 420183) — 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, GFS and Choosi collectively receive a commission of up to 63.80% of the premiums, which is shared between the parties.

With regards to pet insurance products, GFS and Choosi collectively receive a commission of up to 46.58% 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](https://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**.

## How to make a complaint

We hope that you never have a reason to complain, but if you do, we will do our best to work with you to resolve it. To lodge a complaint or if you require assistance to lodge a complaint, please contact us using one of the following means:

**Phone:** 13 55 55  
**Writing:** Dispute Resolution Manager  
Choosi Pty Ltd  
Reply Paid 6728  
Baulkham Hills NSW 2153  
**Email:** [customerhelp@choosi.com.au](mailto:customerhelp@choosi.com.au)

Our complaint resolution process has three steps.

### 1. Initial Response

Usually when you have a complaint, we can resolve it immediately on the phone. If we can't immediately resolve your complaint to your satisfaction, we will refer your complaint to our centralised complaints team who will acknowledge receipt of your complaint within 24 hours (or one business day) where reasonable. If we are still unable to resolve your complaint within 5 days or your complaint is in relation to hardship or the value or decline of a claim, we will escalate your complaint for review by our Internal Dispute Resolution Team.

### 2. Internal Dispute Resolution

All matters escalated to our Internal Dispute Resolution Team will be responded to in writing. After full consideration of the matter, a written final response will be provided within 30 days that will outline the decision reached and the reasons for the decision.

### 3. External Dispute Resolution

In the unlikely event that your complaint is not resolved to your satisfaction, or a final response has not been provided within 30 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's Complaint Resolution Scheme Rules. AFCA is a free, fair and independent dispute resolution scheme.

You may contact AFCA at:

#### Australian Financial Complaints Authority

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

## 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](https://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  
**Email:** [customerhelp@choosi.com.au](mailto:customerhelp@choosi.com.au)  
**Mail:** Choosi Pty Ltd  
Reply Paid 6728  
Baulkham Hills NSW 2153