

# FINANCIAL SERVICES GUIDE

Dear Member,

This guide is intended to assist you in determining whether to use any of our services.

It explains the types of financial products we offer and includes information about remuneration that may be paid to us in relation to the insurance products offered and what you can do if you have a complaint about our services.

Key information is set out here in answer to specific questions. If you need more information or clarification, please call us on **1300 50 50 99**.

**National Seniors Australia Limited**  
ABN 89 050 523 003  
Authorized Representative No. 282736

**National Seniors Insurance**  
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Brisbane Qld 4000  
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Fax: 07 3229 0356  
nationalseniors.com.au  
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## Introduction

This Financial Services Guide (FSG) is intended to assist you in deciding when to use the services we provide.

The information offered by this FSG includes:

- ✓ Who we are;
- ✓ How we can be contacted;
- ✓ What services we are authorized to provide to you;
- ✓ How we are remunerated;
- ✓ How you contact us or our Licensees to lodge a complaint.

You may also receive a general advice warning which, will warn you that any advice given by us is of a general nature and does not take your personal needs, objectives or financial situation into account.

If we offer to issue or arrange to issue you with an insurance product, we will provide you with a Product Disclosure Statement (PDS) containing information about the insurance product which will enable you to make an informed decision about the acquisition of that product. It will contain information about the relevant risk benefits and significant characteristics of the product.

## Who are we?

National Seniors Insurance is the trading name of National Seniors Australia Limited (National Seniors), a company limited by guarantee, which has operated since the organisation was formed in 1976 and celebrated its 30th anniversary in July, 2006. It is the 4th largest organization of its type in the world, and has the largest membership base of similar organizations in Australia with around 250,000 members.

National Seniors has a vast range of products, benefits and services for its members. These include owning a licensed travel agency, publisher of the bi-monthly magazine, *50 something*, and a network over 2,000 businesses through-out Australia which provide benefits to National Seniors Australia members. For the purpose of this document, "we", "our" or "us" means National Seniors.

## Who will be providing the financial service to you?

The financial service will be provided by National Seniors Insurance. We are authorized by a Australian Financial Services Licensees (AFSL) to issue, vary or dispose of the financial products outlined below.

We can be contacted on 1300 50 50 99.

Details of the AFSL we are Authorised by are as follows:

**Allianz Australia Insurance Limited ("Allianz")**  
ABN 15 000 122 850  
AFSL No. 234708  
Address: Level 14, Allianz Centre  
2 Market Street  
Sydney, NSW, 2000  
Tel: 13 2664 Fax: 02 8258 5099

Allianz has authorised the distribution of this FSG.



## What kind of products does this financial services relate to?

In relation to Allianz, we can provide you with general (not personal) financial product advice in relation to general insurance products which include home buildings, home contents, home personal effects, motor vehicle, boat, landlords and caravan & trailer insurance.

## Who do we act for when providing services?

In arranging and providing general advice, we act as an authorised representative for Allianz noted above and not as your agent.

## What remuneration do we receive for our Financial Services?

We may be paid commission by the insurer for arranging the policy which is based on a percentage of the premium less Goods and Services Tax (GST), stamp duty and any other government charges such as fire service levy (where applicable), taxes, fees or levies.

The rate of commission may range from 10% - 25% for general insurance products provided by Allianz which are home building, home contents, home personal effects, motor vehicle, boat, caravan and trailer. The commission is included in the premium charged and covers various expenses we incur in arranging the insurance.

In the future, we may also receive a profit share arrangement from Allianz if the portfolio of business reaches a certain level of profitability. This does not affect the premium that any individual customer may pay. Our staff receive an annual salary that may include a bonus based on business performance criteria.

## Are there any relevant associations or relationships which may influence us in providing our services?

Diabetes Australia- Queensland provides National Seniors Insurance with insurance referrals and receive up to 5% commission from National Seniors Insurance.

## How can you provide us with instructions and tell us how you wish to arrange your insurance?

Simply call us on 1300 50 50 99 or other means which we agree with you.

## General Advice Warning:

It is important that you understand and are happy with the policy (ies) we can arrange. We can give you general information to help you decide but cannot advise you on whether the terms are specifically appropriate for your individual objectives, financial situation or needs.

We therefore recommend that you carefully read the relevant policy document (Product Disclosure Statement) and other information we provide before deciding. Please retain this document in a safe place for future reference.

## How do you contact us to lodge a complaint?

We have an Internal Dispute Resolution Officer who is available to provide assistance if you have a complaint about our services that requires resolution. Please call 1300 50 50 99.

Allianz have an internal dispute resolution system which is designed to seek to resolve any complaints or disputes which may arise. To lodge a complaint, call Allianz on 13 2664.

If you are still not satisfied after the Internal Dispute Resolution process, you may contact the Insurance Ombudsman Service Limited for advice via phone on 1300 780 808. This service is provided free of charge to consumers.

Allianz have a complaints and dispute resolution brochure that explains the above process in further detail, including timeframes within which we respond to your complaint or dispute.