

FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) has been designed to help **you** make an informed decision about the financial services that the Authorised Representative and **Club Marine Limited** can provide to **you**. It also contains information about how they and others are remunerated for providing these financial services and how **your** complaints are dealt with.

The distribution of this FSG has been authorised by **Club Marine Limited**.

Where they arrange an insurance policy for **you**, they will give you a Product Disclosure Statement (**PDS**) when required. The **PDS** is designed to provide important information on the significant features and benefits of the policy and is designed to assist **you** in making an informed decision about whether to buy the product. It may consist of more than one document.

Any advice that is provided to **you** is general in nature and does not take into account your individual objectives, financial circumstances or needs. Before **you** make any decisions about the product, **you** should read the PDS carefully to ensure that it is suitable for **you**.

ABOUT CLUB MARINE

Club Marine (Club Marine Limited ABN 12 007 588 347 AFS Licence No 236916) of 40 Esplanade, Brighton, Victoria, 3186 is an Australian Financial Services Licensee authorised to deal in and provide general advice on general insurance products. **Club Marine** has been authorised by the insurer, Allianz Australia Insurance Limited (**Allianz**) ABN 15 000 122 850 AFS Licence No 234708 of 2 Market Street Sydney, New South Wales, 2000, to act on its behalf to deal in and provide general advice and handle claims in relation to pleasure craft insurance products underwritten by Allianz.

Club Marine has a binding authority which means it can enter into, vary or cancel these insurance products and handle and settle claims without reference to **Allianz** provided it acts within the binding authority. When providing these services, **Club Marine** acts for **Allianz** and does not act on your behalf.

REMUNERATION

The premium for this pleasure craft insurance policy is payable to **Allianz** as the insurer.

The Authorised Representative (Agent) receives a commission (inclusive of GST), which is calculated as a percentage of the premium **you** pay for a pleasure craft policy issued to **you**. It is only paid if **you** buy a policy.

Club Marine is also remunerated by Allianz for providing services on behalf of Allianz. This is a percentage (exclusive of GST) of the premium that **you** pay for an insurance policy and is only paid if **you** buy a policy.

The rate of commission can range up to 30% on pleasure craft insurance. **Club Marine** may also charge **you** an administration fee when **you** first enter into a policy and on any renewal or cancellation. The amount ranges up to \$50.00, depending on the circumstances.

The Authorised Representative may participate in sales incentive schemes and/or competitions and may receive promotional items or financial assistance to promote the Allianz product. The benefits will not exceed 5% of the annual pleasure craft insurance net premium.

Employees and representatives of **Club Marine** receive an annual salary, which may include an annual bonus, which can be based on performance or other criteria.

The above remuneration is included in the premium **you** pay.

If you would like more information about the remuneration that **Club Marine**, or employees and representatives of **Club Marine** receives, please ask us. This request should be made within a reasonable time after this FSG is provided to you and before the financial services are provided to you.

PROFESSIONAL INDEMNITY INSURANCE ARRANGEMENTS

Club Marine and its representatives (including its authorised representatives) are covered under professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act. The insurance (subject to its terms and conditions) will continue to cover claims in relation to **Club Marine's** representatives/employees who no longer work for it (but who did at the time of the relevant conduct).

IF YOU HAVE A COMPLAINT

Should **you** have a complaint or dispute arising out of this insurance, or our employees, authorised representatives or service providers, please call Club Marine on 1300 00 CLUB (2582). Alternatively you can email cmcompliance@clubmarine.com.au or write to **Club Marine** at 40 Esplanade, Brighton, Victoria, 3186.

A dispute may also be referred to the Australian Financial Complaints Authority (AFCA), which is an independent external resolution body. For more information or to access the AFCA process, please call 1800 931 678. Alternatively you can email info@afca.org.au or write to Australian Financial Complaints Authority at GPO Box 3, Melbourne, Victoria, 3001. Access to AFCA is free.

PRIVACY STATEMENT

Club Marine is committed to ensuring the privacy and security of your personal information. We adhere to the privacy terms set out in OTHER IMPORTANT INFORMATION in the PDS.

HOW TO CONTACT US

You can contact Club Marine or provide instructions using the contact details outlined in this FSG. Please keep this document in a safe place for your future reference.

DATE PREPARED

This FSG was prepared on 1 November 2018.