

# CommInsure Financial Services Guide (FSG)

Dated: 1 July 2008

In this FSG when we use the words 'we', 'us' or 'CommInsure' we mean both 'CMLA' and 'CIL' unless we specify otherwise.

This FSG is an important document that we are required to give to you under the requirements of our Australian Financial Services Licences. It provides you with information about CommInsure to help you decide whether to use the financial services we provide. This FSG explains the services we can offer to you and the types of products we offer. It also explains how we are remunerated in relation to those services and includes details of our internal and external complaints handling procedures and how you can access them.

If you choose to use our services, you may also receive from us a Product Disclosure Statement (PDS) and any Supplementary Product Disclosure Statement (SPDS).

To purchase our financial products, you may be required to complete the application form attached to the relevant PDS. The PDS and SPDS contain information about the particular product and will assist you in making an informed decision about that product.

## Who are we?

Any financial services offered will be provided by representatives of CommInsure. Both CMLA and CIL are licensed under the Corporations Act to provide these financial services to you.

CMLA and CIL are wholly owned subsidiaries of the Commonwealth Bank of Australia ABN 48 123 123 124. Other companies within the Commonwealth Bank Group of companies (the Group) may also be able to provide you with financial services and products.

The Group (excluding CMLA and CIL in relation to their own products) does not guarantee any CommInsure product or service. CMLA and CIL guarantee their own products to the extent outlined in the PDS and any SPDS for the relevant product.

## What financial services do we offer?

CMLA can provide general financial advice on and deal in:

- Life Risk Insurance such as Life, Trauma, Total and Permanent Disablement, Income Protection, Business Expense Insurance, Consumer Credit Insurance
- Annuities, and
- other Investment Life Insurance products such as the Investment Growth Bond.

CIL can provide general financial advice on and deal in:

- General Insurance such as Home Insurance, Travel Insurance and Car Insurance.

We do not provide personal financial advice. Therefore, staff within CommInsure will not be taking into account your personal objectives, financial situation and needs. If you require personal financial advice on Life Risk Insurance, Annuities or Investment Life Insurance products, we will be happy to put you in touch with a financial adviser.

## How can you do business with us?

You can give us instructions by telephone, mail, fax or via our web site. In some cases, however, we will require written confirmation and will require the return of certain documents and certain forms to be completed.

Any dealings with us by the Internet will be governed by our standard terms and conditions. These terms and conditions are available from our web site at [comminsure.com.au](http://comminsure.com.au).

## How are we remunerated for the services we provide?

You pay us premiums or fees for the products that we provide to you. The basis of how these premiums or fees are determined can be found in the relevant PDS and any SPDS for the product.

CommInsure does not charge you any additional fees for providing you with any general financial advice that we may give you.

### Important information

This Financial Services Guide (FSG) is issued by The Colonial Mutual Life Assurance Society Limited (CMLA) ABN 12 004 021 809 AFSL 235035 and Commonwealth Insurance Limited (CIL) ABN 96 067 524 216 AFSL 235030. CommInsure is a registered business name of CMLA and CIL.

**CommInsure**



## What commissions, fees or other benefits are received?

Staff within CommInsure who provide a service do not receive specific payments or commissions for the giving of that service. These staff receive salaries. Bonuses and other benefits such as retail vouchers may also be paid by us provided agreed levels of customer service and performance against sales targets are achieved.

You may receive advice in relation to the products we offer from financial advisers that do not work for CommInsure. These advisers may receive remuneration from us.

Your adviser may be required to set out the remuneration and commissions they receive in their FSG or Statement of Advice. Where a licensee in the Group sells a CommInsure product, commission may be paid by CommInsure to a company within the Group. Commission payments may continue while you hold the product.

For Life Risk Insurance products, this commission payment by CMLA may be between 0% and 100% of initial premium and from 0% to 20% of ongoing premium annually upon renewal. For Annuities, this payment may be from 0% to 3.3% of initial premium and 0% to 0.66% annually upon renewal. For Annuity products, an additional amount of up to 10% of the commission may be paid for meeting certain sales targets and from time to time a further incentive of up to 1% of the amount invested.

For other Investment Life Insurance products such as the Investment Growth Bond, CMLA may pay commission of up to 4.40% of the initial and any additional contribution. On a monthly basis CMLA may pay ongoing trail commission of 0.44% p.a. on the account balance. These commissions include an estimate of bonuses, which may be more or less than the actual bonus paid to your adviser. Advisers may receive, from time to time, an additional incentive of up to 1% of the amount you invest.

For General Insurance products, commission payment by CIL may range from 0% to 20% of annual premium.

For example, if you are referred to CIL by a representative of another licensee in the Group and you buy a home insurance product issued by CIL, a company within the Group would be paid a commission of up to 20%. So, if you were to pay \$100 per month for your home insurance premium, a Group company may earn up to \$20 per month commission from CIL.

CIL may pay a fee of between \$30 and \$50 or up to 10% of the first year's premium to a third party referrer (who is not part of the Group) on the sale of each general insurance product to a customer, when that customer has been referred to CIL by a third party referrer.

## How do we safeguard your private information?

At CommInsure, your privacy is important to us. In general, we collect information about you to manage the client relationship we have with you and to ensure that we provide products and services most appropriate to your needs.

If you would like a copy of our full Privacy Policy Document, please contact our Customer Service Centre on **13 10 56** (CMLA) or **13 24 23** (CIL) or visit our web site at **comminsure.com.au**.

## What should you do if you have a complaint?

### Step 1

Please contact the relevant Customer Service Centre on **13 10 56** (CMLA) or **13 24 23** (CIL).

Our staff will review the situation and, if possible, resolve it immediately.

### Step 2

If the matter has not been resolved to your satisfaction, please contact our Customer Relations team:

- Telephone **1800 805 605**, or
- Write to Customer Relations Department, Commonwealth Bank Group, GPO Box 41, Sydney NSW 2001.

### Step 3

If, after giving us the opportunity to resolve your complaint, you feel we have not resolved it satisfactorily, you may be able to lodge a complaint with the following bodies:

**For General Insurance, Life Risk Insurance, Annuities and other investment Life Insurance products:**

Financial Ombudsman Service (FOS). You can write to FOS at PO Box 3, Melbourne VIC 3001 or call them on **1300 780 808**.

**For Life Risk Insurance and Annuities sold through a superannuation fund:**

Superannuation Complaints Tribunal (SCT). You can write to SCT at Locked Bag 3060, GPO Melbourne VIC 3001 or call them on **1300 780 808**.

## Contact us

- Call the relevant Customer Service Centres on:
  - **13 10 56** for Life Risk Insurance, Annuities and other Investment Life Insurance products (CMLA)
  - **13 24 23** for General Insurance (CIL)
- Visit **comminsure.com.au**
- Write to us at Level 12, 52 Martin Place, Sydney NSW 2000, or
- Email us at **contactus@comminsure.com.au**.