

# Financial Services Guide

Issued: 8 November 2016

In this Financial Services Guide (FSG), '*we*', '*our*', '*us*' or '*Aegon*' means Aegon Insights Australia Pty Ltd ABN 35 082 524 785 with Australian Financial Services Licence (AFSL) No. 236657.

Aegon specialises in the marketing and distribution of insurance products. We develop direct marketing programs and arrange for the sale of general insurance and life risk insurance products to retail customers.

The issuer and insurer for Life Cover, Total and Permanent Disability Cover and Critical Illness Cover under the Simple Life Policy is The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035 (CMLA). The issuer and insurer for Bill Protection cover under the Simple Life Policy is Commonwealth Insurance Limited ABN 96 067 524 216 AFSL 235030 (CIL). CMLA and CIL are wholly owned but non-guaranteed subsidiaries of the Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945 ('Bank') and are referred to in this document as CommInsure. CommInsure is a registered business name of CMLA and CIL.

## **INFORMATION ABOUT THIS FSG**

This FSG provides information about the financial services we and our Authorised Representatives can provide and is intended to assist you in making an informed decision about whether to use the services.

It contains information about:

- who we are
- how we can be contacted
- what services we and our Authorised Representatives provide
- how we and our Authorised Representatives are remunerated
- details of how to make a complaint

**Distribution of this FSG by our Authorised Representatives has been authorised by Aegon.**

With this FSG you may also be provided with a Product Disclosure Statement (PDS) for the Simple Life Policy when we arrange for a Simple Life Policy to be issued to you. The PDS sets out the terms of the Simple Life Policy and includes information such as the premium payable and the risks and benefits of the Simple Life Policy. You should read the PDS and consider whether the Simple Life Policy meets your own objectives and financial situation before making a decision.

This FSG contains only general information about the services we and our Authorised Representatives provide. If you require further information, please ask us.

## **PRODUCTS AND SERVICES**

We are authorised by the terms of our AFSL to provide general financial product advice and to deal in general insurance and life risk insurance products.

We cannot, nor can our Authorised Representatives, provide you with personal financial product advice and cannot tell you whether any particular financial product is appropriate for you.

We have been authorised by CommInsure under a binder agreement to arrange for Simple Life Policies to be issued on behalf of CommInsure to certain Bank customers.

This binder means that we act on behalf of CommInsure, not you. However, we do not have authority to deal with or settle any claims against CommInsure.

We and our Authorised Representatives provide certain marketing and administrative services on behalf of CommInsure to those Bank customers who acquire a Simple Life Policy, and arrange for the promotion and sale on behalf of CommInsure of Simple Life Policies to certain Bank customers. When providing these financial services, we and our Authorised Representatives do so under our AFSL.

## **HOW YOU CAN INSTRUCT US**

If you want to provide us with instructions in relation to the financial services we or our Authorised Representatives offer, contact us on 1300 305 515.

## **REMUNERATION, COMMISSION, FEES OR OTHER BENEFITS**

CommInsure, as the insurance company, receives the premium that you pay for a Simple Life Policy. Aegon and our Authorised Representatives are remunerated according to the table.

If you would like any further information about remuneration (including commission) or other benefits, please contact us.

SERVICES PROVIDED	SERVICE PROVIDER	AMOUNT
<p><b>Marketing, Administration &amp; Telemarketing Services</b></p>	<p>Aegon Insights Australia Pty Ltd</p>	<p>Bill Protection cover: we receive from CIL 28.5% of the premium you pay net of any refunds, GST, stamp duty or other applicable taxes or duties (Premium).</p> <p>Life Cover, Total and Permanent Disability Cover and Critical Illness Cover: we receive 8% - 35% from CMLA of the Premium.</p>
	<p>Employees of Aegon Insights Australia Pty Ltd</p>	<p>Aegon employees are paid an hourly rate or annual salary by Aegon and may also receive benefits such as monetary and non monetary bonuses from Aegon. These bonuses do not affect your premium.</p>
<p><b>Telemarketing Services</b></p>	<p>Authorised Representatives of Aegon Insights Australia Pty Ltd</p>	<p>Authorised Representatives are remunerated by Aegon by an hourly rate and/ or according to performance based factors including the volume and monthly premium of insurance products issued as a result of each telemarketing service. Our Authorised Representatives may also receive benefits such as monetary and non monetary bonuses from Aegon. These bonuses do not affect your premium.</p>

## WHAT TO DO IF YOU HAVE AN ENQUIRY OR COMPLAINT

It is our aim to provide you with the highest level of customer service and will ensure any enquiries or complaints are attended to promptly. If you have any complaints about the service provided to you, you should contact:

### The Complaints Officer

Aegon Insights Australia Pty Ltd

PO Box H63, Australia Square, Sydney NSW 1215

Phone: 1300 305 515

If you are not satisfied with our response to your complaint, or if we do not resolve your complaint within 45 days, you can contact the Financial Ombudsman Service Australia (FOS). FOS is a free, independent dispute resolution service which resolves disputes between customers and participating financial service providers and can be contacted as follows:

### The Manager

Financial Ombudsman Service Australia

GPO Box 3, Melbourne VIC 3001

Phone: 1800 367 287 Fax: 03 9613 6399

Email: [info@fos.org.au](mailto:info@fos.org.au)

Website: [www.fos.org.au](http://www.fos.org.au)

## HOW TO CONTACT US

You can contact us by:

- phone: 1300 305 515
- post: The Customer Service Manager  
Aegon Insights Australia  
PO Box H63, Australia Square, Sydney NSW 1215

## OTHER INFORMATION

The law requires Aegon to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act 2001 (Cth) by Aegon or our Authorised Representatives. Aegon has professional indemnity insurance that satisfy these requirements (including providing coverage for any employees of Aegon or any of our Authorised Representatives who are no longer employed by Aegon or our Authorised Representatives for work done whilst engaged with us). There are no associations or relationships other than those mentioned in this FSG that would influence us or our Authorised Representatives when providing financial services to you.

## YOUR PRIVACY

We aim to protect and maintain the privacy, accuracy and security of any information you give us. Any information you do give us will be used to establish and administer an insurance policy for you. If you do not consent to our collecting your information, we will be unable to provide you with any services. We may also use this information to contact you for marketing and research purposes and for providing other products and services to you. If you do not want your information to be used for these purposes, please let us know.

We may disclose your personal information to related companies, business partners, service providers and to third parties (who may be overseas). We will only do this where we are allowed or required to by law, or where you have given your consent. If at any time you want to access your personal information, please call or write to us (details indicated in the "How to Contact Us" section).

Our Privacy Policy explains in greater detail our commitment to protecting your personal information.

**For a copy of our Privacy Policy, please contact us or go to [www.aegoninsights.com.au](http://www.aegoninsights.com.au)**