

# FINANCIAL SERVICES GUIDE (FSG)

Dated: 2 May 2019

This Financial Services Guide (FSG) is an important document that we are required to give to you under the requirements of our Australian Financial Services Licence. It provides you with information about the legal entities listed below (referred to as 'we', 'our' or 'us' as is appropriate) and is intended to provide you with information that will assist you in making informed decisions on whether you want to use our products and services.

It includes details about the following:

- financial services we are able to provide you;
- how we and our staff are paid for providing you with those services;
- how to contact us; and
- the internal and external dispute resolution systems you can use if you have a complaint to make about us.

If you choose to use our services, you may also receive from us a Product Disclosure Statement (PDS). The PDS contains information about the particular product and will assist you in making an informed decision about that product.

## Who are we?

All financial services and products will be provided by Commonwealth Insurance Limited ABN 96 067 524 216 AFSL 235030 (CIL) who is a wholly owned non-guaranteed subsidiary of the Commonwealth Bank ABN 48 123 123 124 AFSL 234945 and member of the Commonwealth Bank Group of companies (Group). CIL holds an Australian Financial Services Licence and is regulated by the Australian Prudential Regulation Authority (APRA) and the Australian Securities and Investment Commission (ASIC).

## Our products and services

As appropriate, our Australian Financial Services Licence authorises us to deal in and provide general product advice relating to General Insurance.

## What can we offer?

Product Groups	Product Issuer
Home and Car Insurance	Commonwealth Insurance Limited

We do not provide personal financial advice. We may provide you with factual information and in some circumstances may provide general product advice. Our staff will not take into account your personal objectives, financial situations or needs.

## Special instructions

We generally require that you instruct us in person in relation to products and services and we may often rely on your signature to verify your instructions. However, there are special arrangements in place for some products and services where we can receive your instructions electronically via email, by telephone or fax.

Where available, we are also able to accept instructions by other means – for example, Braille and various foreign languages. If you would prefer to instruct us in any of these ways, please make your request known to a member of our staff.

## How we, our staff and our brokers are paid for providing financial services

For General Insurance products you pay us premiums.

The basis of how premiums can be determined and the fees that are payable can be found in the relevant PDS and Premium, Excess and Discount Guide.

Our staff are remunerated by salary that includes superannuation benefits. The amount of salary varies according to the staff member's position within the Bank. Our staff may also be eligible for an annual bonus payment that is based on a number of factors.

These include:

- performance
- meeting customer service standards.

Where a licensee in the Group sells our General Insurance products, commission may be paid by us to a company within the Group. Commission payments may continue while you hold the product.

The table below is a summary of the range of commissions that we may pay:

Product	Commission range
Home and Car Insurance	0% to 20% of the premium paid

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 per cent. 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 between \$30 and \$50 or up to 10 per cent 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.

Other members of the Group can receive commission on the volume of business they generate for us. Any such payments are made by us and do not represent an additional cost to you.

## Privacy information

Your privacy is important to us.

For information on how we use and disclose personal information and our other privacy and information handling practices, please refer to our Privacy Policy, which is available at [www.commbank.com.au/privacypolicy](http://www.commbank.com.au/privacypolicy) or upon request when contacting us.

## What to do if you have an enquiry or complaint

We accept that sometimes we can get things wrong, and when this happens we're determined to make them right again.

### Talk to us

Most problems can be resolved quickly and simply by talking with us. If you need further assistance you can call our Customer Service team on **13 24 23** to get help resolving your problem.

If you need further assistance after your initial enquiries, you should contact Customer Relations.

### Customer Relations

Phone **1800 805 605**

[www.commbank.com.au/feedback](http://www.commbank.com.au/feedback)

### National Relay Service

TTY/Voice: 133 677

SSR: 1300 555 727

<http://www.relayservice.com.au>

### You can also contact us by

Writing to:

CBA Group Customer Relations

Reply Paid 41

Sydney NSW 2001

Your complaint may be handled through a third party, providing you give us written authority to deal with them about the complaint.

## When you make a complaint to Customer Relations, we will:

- acknowledge your complaint and make sure we understand the issues
- do everything we can to fix the problem
- keep you informed of our progress
- keep a record of the complaint
- give you our name, a reference number and contact details so that you can follow up if you want to, and
- provide a final response within 45 days.

If we are unable to provide a final response to your complaint within the relevant period, we will:

- inform you of the reasons for the delay
- advise you of your right to complain to the Australian Financial Complaints Authority (AFCA)
- provide you with AFCA contact details.

## External dispute resolution

If you are not happy with the response we provide, you may refer your complaint to the following:

### Australian Financial Complaints Authority

Australian Financial Complaints Authority (AFCA) offers a free, independent dispute resolution service for the Australian banking, insurance and investment industries.

You can contact AFCA by:

**Telephone** 1800 931 678 (free call)

**Writing to** Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

**Web** [www.afca.org.au](http://www.afca.org.au)

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