

# Financial Services Guide (FSG)

## General insurance

Issued 16 October 2017

### What's an FSG?

Good question. An FSG is short for a Financial Services Guide. Basically, it gives you important information about a particular financial product or service. While ING offers many financial products and services this FSG is about general insurance.

This FSG is provided by ING a business name of ING Bank (Australia) Limited ABN 24 000 893 292 (**ING Bank**), which is a member of the ING Group of companies, and Auto & General Services Pty Ltd ACN 003 617 909 (**AGS**) (ING and together with AGS, **we/our**).

### So, why should I read this FSG?

It gives you important information to help you decide whether you wish to buy an ING general insurance product.

It explains:

- the services and products we're authorised to provide to you;
- how we are remunerated;
- potential conflicts of interest we may have; and
- our internal and external dispute resolution procedures and how you can access them.

Before purchasing an insurance product, you will be given a Product Disclosure Statement (**PDS**) for you to read and consider. The PDS contains information about the product to help you make an informed decision about whether or not to buy the product.

### What are our services and authorisations?

ING acts as an Authorised Representative of AGS under a written agreement. ING can provide you with factual information and general financial advice about, and arrange for the issue of general insurance products as an Authorised Representative of AGS. When ING arranges for the issue of your insurance, it acts on behalf of AGS and not on your behalf. AGS is responsible for the conduct of ING under this agreement.

AGS is an Australian Financial Services Licensee (AFSL 241411), and is licensed to deal in, and provide financial advice on general insurance products. AGS acts under a binding authority authorizing it to arrange and administer the insurance on behalf of the insurer, Auto & General Insurance Company Limited (AFSL 285571). AGS is a related company of the insurer. When arranging and administering the policy, AGS acts on behalf of the insurer and not on your behalf. Any general financial advice about general insurance given by ING or AGS is given for your benefit.

### How are we paid?

ING and AGS are entitled to a commission calculated as a percentage of the premium you pay (excluding taxes and charges for the insurance product). All commissions are included in the cost of the insurance product.

ING receive remuneration from AGS when they arrange for you to buy the insurance product and when your insurance is renewed. The remuneration varies depending upon the product, but is up to 30% of the premium (excluding taxes and statutory charges) plus GST. ING's remuneration is included in the premium quote. AGS receives a remuneration of up to 32% of the premium whenever a policy is issued to a customer introduced to it by ING.

AGS's staff are paid a salary and may receive bonuses based on performance.

Fees (inclusive of GST) that you could incur once you have purchased insurance through AGS are:

Early Cancellation	\$40.00
Monthly Installment Processing	12 payments of 66 cents per \$100 of premium or part thereof
Fortnightly Installment Processing	26 payments of 31 cents per \$100 of premium or part thereof
Payment Resubmission	\$11.00

### How do we safeguard customer information?

Your privacy is important to ING and AGS and we are committed to protecting your privacy. We collect information about you (and where applicable, persons acting on your behalf) to manage the client relationship we have with you, to ensure that we provide the products and services most appropriate to your needs, to offer you other products and services we think you may be interested in and to comply with our legal obligations. We aim to ensure that the personal information we retain about you is accurate, complete and up-to-date. All personal information is dealt with in accordance with our joint Privacy Policy. Our joint Privacy Policy details how we comply with the Privacy Act 1988 in the handling of your personal information. If you would like a copy of our joint Privacy Policy, please contact us using our Contact Details below. Telephone conversations to our call centres and with our employees may be recorded for monitoring training and quality control purposes, and as a record of advice given or agreements entered into.

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

If you have a complaint about the services provided by ING or AGS, you should:

- Step 1** – Contact the appropriate department manager on the contact details shown on your Insurance Certificate or if you haven't yet purchased insurance, speak to your sales representative or contact us on 1800 614 928;
- Step 2** – If the matter is not resolved to your satisfaction within 14 days, please write to the Dispute Resolution Manager at PO Box 342, Toowong, QLD, 4066;
- Step 3** – If you are still not happy with the response, you can seek assistance from the Financial Ombudsman Service (FOS), a free and independent external dispute resolution service, of which AGS and the insurer are members.

To contact FOS:

- Call 1300 780 808;
- Go to [fos.org.au](http://fos.org.au);
- Fax (03) 9613 6399; or
- Write to: Financial Ombudsman Service  
GPO Box 3  
Melbourne, VIC 3001.

### How can you contact us?

#### Auto & General Services Pty Ltd

**ACN:** 003 617 909  
**AFS Licence No:** 241411  
PO Box 342  
Toowong, QLD 4066  
**Ph:** (07) 3377 8801  
**Fax:** (07) 3377 8822

#### ING

**ABN:** 24 000 893 292  
**AR No:** 1247634  
Reply Paid 4307  
Sydney NSW 2001  
**Ph:** 133 464

### Compensation arrangements

As required by law, AGS has professional indemnity insurance arrangements in place to compensate its retail clients for loss suffered because of a breach by AGS, its staff or its Authorised Representatives of relevant obligations of AGS under Chapter 7 of the Corporations Act.