

## ING Insurance

Issued 12 April 2021

### 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 Bank (Australia) Limited ABN 24 000 893 292 (AR number 1247634) (**ING**), which is a member of the ING Group of companies, and Auto & General Services Pty Ltd ACN 003 617 909 (**AGS**) (ING and AGS together, **we/our/us**). ING's distribution of this FSG has been authorised by AGS and Auto & General Insurance Company Limited (AFSL 285571) (**Insurer**).

Any advice given is general in nature and does not take into account your objectives, financial situation or needs.

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

It gives you important information to help you decide whether you wish to buy the following ING general insurance products including home and/ or contents insurance, car insurance, travel insurance, motorcycle insurance and pet insurance (**ING 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 ING insurance product, you will be given the relevant 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, authorisations and relationships?

ING Insurance Products are underwritten and issued by the Insurer. The Insurer is licensed to carry on a general insurance business in Australia including the underwriting of general insurance products.

Section A of this FSG relates to all ING Insurance Products (other than ING pet insurance) and section B of this FSG relates only to the ING pet insurance product. All other sections of this FSG apply to all ING Insurance Products.

#### Section A - this section applies to all ING Insurance Products (other than ING Pet Insurance):

1. 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 other than pet insurance; including; home and/or contents, car, travel, and motorcycle insurance, 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 that agreement.
2. AGS is an Australian Financial Services Licensee (AFSL 241411), and is licensed to deal in, and provide financial product advice on general insurance products, including home and / or contents, car, travel and motorcycle insurance. AGS acts under a binder agreement with the Insurer. AGS is authorised by the Insurer under the binder agreement to enter into insurance policies, and to vary, amend, or cancel insurance, and administer claims on behalf of the Insurer. AGS acts on behalf of the Insurer when providing these services and not on your behalf.



## Section B - this section applies to the ING pet insurance product only:

1. ING acts as an Authorised Representative of the Insurer under a written agreement. ING can provide you with factual information and general advice about, and arrange for the issue of pet insurance as an Authorised Representative of the Insurer. When ING arranges for the issue of your insurance, it acts on behalf of the Insurer and not on your behalf. The Insurer is responsible for the conduct of ING under that agreement.
2. Pet Health Insurance Services Pty Ltd ACN 638 910 675 (PHIS) acts as Authorised Representative of the Insurer under a written agreement (AR Number 1282153). PHIS can provide factual information and general advice and arrange for the issue of pet insurance products as Authorised Representative of the Insurer. PHIS also acts under a binder agreement with the Insurer. PHIS is authorised to enter into pet insurance policies, and to vary, amend or cancel pet insurance, and administer pet insurance claims. When providing these services, PHIS acts on behalf of the Insurer and not on your behalf. The Insurer is responsible for the conduct of PHIS under this agreement.

The Insurer, AGS and PHIS are related companies.

## How are we paid?

When you purchase a general insurance product the Insurer receives the premium for the product.

### Section A - With respect to ING Insurance Products (other than ING Pet Insurance):

1. ING and AGS are entitled to a commission calculated as a percentage of the premium you pay (excluding taxes and charges for these insurance products). All commissions are included in the cost of these insurance products.
2. AGS receives a commission of up to 27% of the premium (excluding taxes and charges) from the Insurer whenever a policy for one of these insurance products is issued to a customer introduced to it by ING. AGS also receives additional commission to pay ING.
3. ING receive a commission from AGS when they arrange for you to buy one of these insurance products and when your insurance is renewed. The commission varies depending upon the product, but is up to 30% of the premium (excluding taxes and charges).
4. AGS' staff are paid a salary and may receive bonuses based on performance.

### Section B - With respect to ING Pet Insurance product:

1. ING is entitled to a commission calculated as a percentage of the premium you pay (excluding taxes and charges for the pet insurance product). All commissions are included in the cost of the pet insurance product.
2. ING receive a commission from the Insurer when they arrange for you to buy the pet insurance product and when your insurance is renewed. The commission is up to 25% of the premium (excluding taxes and charges).
3. The Insurer remunerates PHIS by covering PHIS's administrative costs which are attributable to the arranging of and dealing in the pet insurance products (including the processing of any claims) and costs associated with the maintenance and setting up of PHIS, The Insurer also pays PHIS an amount equal to 10% of these costs.
4. PHIS' staff are paid a salary and may receive bonuses based on performance.

## More Information

If you would like more information about the remuneration that we and others receive, you may request further details by contacting us within a reasonable time after receiving this FSG and before any financial service is provided to you.

## Other fees that may be charged

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

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



## How do we safeguard customer information?

Your privacy is important to us 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 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 the Privacy Policy for the relevant ING Insurance Product. The 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 the relevant Privacy Policy, please contact us using our Contact Details below. Telephone conversations to our contact 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?

We want to resolve any complaint about the services provided by us as quickly as possible. To make a complaint you can contact the appropriate department on the details shown on your Insurance Certificate or if you haven't yet purchased insurance, speak to your sales representative or call us on 1800 456 406, 8am-6pm Mon-Fri (AEST) and 8am-5pm Sat (AEST).

Our teams will try to resolve your complaint. If we can't agree, we'll send your complaint for review and escalate it to our Customer Disputes Resolution team who will work with you to try and resolve your complaint.

We aim to resolve complaints within 30 days. If we are unable to finalise your complaint within this time we will let you know the reasons for the delay and provide contact details for the external dispute resolution scheme run by the Australian Financial Complaints Authority (AFCA).

If you are dissatisfied with our final decision, you can also contact AFCA directly:

- call 1800 931 678 (free call);
- go to [www.afca.org.au](http://www.afca.org.au); or
- email [info@afca.org.au](mailto:info@afca.org.au); or
- write to AFCA, GPO Box 3, Melbourne VIC 3001.

## How can you contact us?

If you want to provide instructions or request information in relation to the general insurance product you can do so by contacting us on the contact details set out below.

### 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

### Auto & General Insurance Company Limited

**ACN:** 111 586 353

**AFS Licence No:** 285571

PO Box 342, Toowong QLD 4066

**Ph:** (07) 3377 8801

**Fax:** (07) 3377 8822

## Compensation arrangements

AGS and the Insurer have professional indemnity insurance arrangements in place to cover retail clients for losses suffered because of breaches of financial services laws, negligence, and other misconduct. Subject to the terms of the insurance these arrangements cover claims in relation to conduct of employees/representatives of AGS and The Insurer even after they have ceased employment. These arrangements comply with the requirements of section 912B of the Corporations Act 2001 (Cth).

