

- Sickness Insurance *or*
- Accident Insurance

This Financial Services Guide (“FSG”) sets out information designed to assist you to decide whether you wish to use any of the services set out in this guide. It contains information about the remuneration that may be paid to me as an Authorised Representative, as well as information on how complaints about my service will be handled.

This guide contains only general information on the services offered.

What other documents should you receive?

If you obtain personal advice, that is, advice which takes into account your particular circumstances, you should generally also receive a Statement of Advice (“SoA”). This document sets out the personal advice given to you, including any recommendations about a particular financial product, as well as the basis on which those recommendations are made. If recommendations about a particular financial product are made, you should also generally receive a Product Disclosure Statement (“PDS”) at that time, outlining details specific to the product.

If you do not obtain personal advice, or obtain personal advice that does not contain recommendations about a particular financial product, you should still receive a Product Disclosure Statement before you acquire the product.

Renewing an existing Accident Insurance Product

If you are renewing your existing Combined Insurance cover and have previously received a Financial Services Guide and a Product Disclosure Statement, and no changes apply to these documents, you will only receive a Statement of Advice at the time of renewal if you receive personal advice.

In this Financial Services Guide, the provider of this service is known as the “Authorised Representative”, “my”, or “I”; Combined Insurance a division of ACE Insurance Limited is known as “Combined Insurance”, “we”, or “us”; and the Client is referred to as “you” or “yours”.

What financial service will be provided?

(1) Advice on Combined Insurance Policies

I will provide you with information on Combined Insurance Policies only. I will make inquiries about your circumstances in order to assess the level of Combined Insurance’s cover (if any) most suitable for your current situation. You will be provided with a copy of this advice, including details of the basis for the advice, in your personalised Statement of Advice (SoA). I am not authorised to provide any other financial service or advice.

The details of the cover I will show you can be found in the Product Disclosure Statement provided with this Financial Services Guide. Combined Insurance’s policies are not investment products, nor are the benefits linked to your income.

If you decide to purchase this Policy, I will also arrange for the application form to be completed and lodged according to your instructions.

(2) Facilitating the renewal of existing Combined Insurance Accident cover

If I am facilitating the renewal of your existing Accident cover, I will provide you with information on Combined Insurance’s Accident cover only. If I give you personal advice, I will make inquiries about your circumstances in order to assess the appropriateness of renewing your Combined Insurance cover. You will be provided with a copy of this advice, including details of the basis for the advice, in your personalised Statement of Advice (SoA).

ACE Insurance Limited - The Underwriter

ACE Insurance Limited, ABN 23 001 642 020, AFSL 239687 authorises me to provide this financial service. Combined Insurance is a division of ACE Insurance Limited. I act for, and arrange contracts of insurance on behalf of ACE Insurance Limited.

Application Number or, if renewal only,

Account Number:

This Financial Service Guide is provided to:

On: / /

Who is the provider of the financial service?

This financial service is provided to you by:

an Authorised Representative of ACE Insurance Limited, ABN 23 001 642 020, AFSL 239687. Combined Insurance is a division of ACE Insurance Limited. ACE Insurance Limited authorises me to provide you with this Financial Services Guide, and information on the following insurance policies offered by Combined Insurance.

Accident Sickness

My Authorised Representative Number (issued by ASIC) is: and you may contact me c/- Combined Insurance.
51 Berry St, North Sydney, NSW 2060.

Remuneration/Commission

Combined Insurance remunerates me by way of commission on the policies I sell. If you purchase an insurance policy, I will receive a commission on the purchase. The amount of the commission will depend on which Plan/s you purchase.

In my first two weeks with Combined Insurance, I may be entitled to a training bonus of up to \$500 per week, as my only form of remuneration. After those 2 weeks, for any sales made, should the policy remain in force for the year, I will earn a base commission ranging between 20% and 50% of the premium (excluding GST and Stamp Duty). In addition to commissions, I may be entitled to a volume bonus of up to \$2,500 per week, and incentive prizes and awards.

My Supervising Representatives* in the first year will earn commissions ranging between 7.3% and 16% of the annual premium for the Policy, a commission ranging between 5.6% and 9% of the premium for the next two years, and up to 3% thereafter, should the Policy remain in force. In addition to commissions, my Supervising Representatives* may receive a volume bonus of up to \$2,500 per week, and incentive prizes and awards if they achieve a certain target of Policy sales within their area of responsibility.

Accident Insurance Only

If you request that I visit you each six months to facilitate the collection of your renewal premiums for your Accident policies, my commission will be 14% of the premium collected.

My Supervising Representatives* will receive a commission of 5.6% of the premium each time I provide this service.

Accident Insurance Example

As an example, the premium on a Peace of Mind Accident Plan (Silver, 14 Day Waiting Period, annual instalment) paid through direct debit is \$584.20 (excluding GST and Stamp Duty). I could be paid an amount of \$263 commission for the first year this Policy is in force. If I achieve volume targets in any one week, I may also earn up to \$2,500 in that week, and qualify for sales prizes and awards such as retail gift vouchers, or the opportunity to attend an annual convention.

If you request that I collect your renewal premium after six months, I will receive a commission of \$46.69 of the premium.

My Supervising Representatives in the first year would be paid \$70.10 for the first year you hold this Policy and \$52.58 for the next 2 years, should the Policy remain in force. If my Supervising Representatives* achieve volume targets, they may also be eligible for a bonus, and have the opportunity to qualify for sales prizes and awards such as the opportunity to attend an annual convention.*

Sickness Insurance Example

As an example, the premium for someone aged 40 on a Sickness Disability Plan (Gold, First day Cover, annual instalment) paid through direct debit is \$960 (excluding GST and Stamp Duty). I could be paid an amount of \$432 commission for the first year this Policy is in force. If I achieve volume targets in any one week, I may also earn up to \$2,500 in that week and qualify for sales prizes and awards such as retail gift vouchers, or the opportunity to attend an annual convention.

My Supervising Representatives in the first year would be paid \$137.28 for the first year you hold this Policy, then \$57.60 for the next 2 years, and then \$28.80 thereafter, should the Policy remain in force. If my Supervising Representatives* achieve volume targets, they may also be eligible for a bonus, and have the opportunity to qualify for sales prizes and awards such as the opportunity to attend an annual convention.*

If possible, where I provide you with personal advice I will also provide you with the actual commission I will receive on the product in the Statement of Advice. If that is not possible, then a description of the commission received will be provided.

* Supervising Representatives are Territory and Sub-Regional Representatives of Combined Insurance.

Associations/Relationships

I do not act as an Authorised Representative for any other financial services company. Combined Insurance is responsible for paying me any commission or other benefits I receive as a result of selling you a Policy.

Complaints

Internal Disputes Resolution Process

You have access to our free internal disputes resolution (IDR) process. Our IDR process relates to any aspect of our service, including claims handling, or any problems you have experienced in dealing with our staff or authorised representatives.

Our Disputes Officer is available to review any complaints that you may have about our service. If you would like to make a complaint, the following steps should be taken:

Step 1 - Making a Complaint

Phone, write to, fax, or email our customer service department and advise us of your complaint. It is important that you let us know that you are not happy and the reason(s) why, so that we can attempt to find a solution that appropriately addresses your concerns.

Customer Service Department

c/o Combined Insurance
PO Box 403
North Sydney NSW 2059
Toll Free: 1300 300 480
Fax: (02) 9922 2096
Email: complaints@combined.com.au

We will respond to your complaint within 15 business days, or if further investigation or information is required, we will work with you to agree on reasonable alternative timeframes.

Step 2 - Lodging a Dispute

If your complaint is not resolved to your satisfaction and so becomes a dispute, please write to our Disputes Officer or advise a customer service representative that you would like the complaint to be referred to our Disputes Officer. Please outline your concerns and the reasons why you feel that we should review the original decision.

You may forward your dispute in writing to:

The Disputes Officer

c/o Combined Insurance
PO Box 403
North Sydney NSW 2059
Fax: (02) 8912 9699
Email: complaints@combined.com.au

In handling your dispute, our Disputes Officer is obliged to be fair and timely. In most cases, you will receive a reply within 15 business days from our receipt of your dispute. If further investigation or information is required, we will work with you to agree on reasonable alternative timeframes.

Step 3 - External Review

If you are unhappy with our final decision, or we have been unable to resolve your original complaint within 45 days, you may seek an external review of our decision concerning your complaint through the Financial Ombudsman Service ("FOS").

External Disputes Resolution Process

At any time you may contact the Financial Ombudsman Service ("FOS"). The FOS is an independent organisation offering free and accessible dispute resolution services to financial services consumers across Australia. The General Insurance division of FOS resolves general insurance disputes that are covered by its "Terms of Reference". If you wish your dispute to be reviewed by FOS you must refer your dispute to FOS within two years of the date of our IDR decision and you can do this by contacting FOS at:

Financial Ombudsman Service

GPO Box 3
Melbourne VIC 3001
Toll Free: 1300 780 808
Ph: (03) 9613 7366
Fax: (03) 9613 6399
Email: info@fos.org.au
Website: www.fos.org.au

If your complaint cannot be reviewed by the FOS, we will endeavour to refer you to an appropriate external body.



Financial Claims Scheme and Compensation Arrangements

ACE Insurance Limited (“ACE”) is an insurance company authorised under the Insurance Act 1973 (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and is subject to the prudential requirements of the Insurance Act. The Insurance Act contains prudential standards and practices designed to ensure that, under all reasonable circumstances, financial promises made by ACE are met within a stable, efficient and competitive financial system.

Because of this:

- the protection provided under the Financial Claims Scheme legislation applies in relation to ACE and the Policy. If ACE were to fail and were unable to meet its obligations under the Policy, a person entitled to claim under insurance cover under the Policy may be entitled to payment under the Financial Claims Scheme (access to the Scheme is subject to eligibility criteria). Information about the Financial Claims Scheme can be obtained from the APRA website at <http://www.apra.gov.au> and the APRA hotline on 1300 13 10 60; and
- ACE is exempted by the Corporations Act 2001 from the requirement to meet the compensation arrangements Australian financial services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of that Act. ACE has compensation arrangements in place that are in accordance with the Insurance Act.

Combined Insurance is a division of ACE Insurance Limited

ABN 23 001 642 020
AFSL Number 239687

Combined Insurance Contact Details

Customer Service
Toll Free 1300 300 480

Email
customer@combined.com.au

Website
www.combined.com.au

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51 Berry Street, North Sydney
NSW Australia 2060

Postal Address
PO Box 403, North Sydney
NSW Australia 2059