

FINANCIAL SERVICES GUIDE

1. This Document

This document is the Financial Services Guide (FSG) for Global Transport & Automotive Insurance Solutions Pty Ltd ABN 93 069 048 255 (GT Insurance)

2. Purpose

The purpose of this guide is to inform you of our relationship prior to providing you with a financial service, the charges or remuneration that may be paid to us for the services we can provide and our internal and external dispute resolution schemes.

3. Information to assist you

This information is provided to assist you in determining whether to use the services outlined in this guide.

4. Retail Clients

If you are a retail client and we arrange insurance for you we will provide you with a Product Disclosure Statement (PDS) if we are required to do so. The PDS is prepared by the insurer and contains important information about the features of the insurance policy so that you can make an informed choice about whether to acquire the product.

5. About Us

The services covered in this FSG are provided by:

Global Transport & Automotive Insurance Solutions Pty Ltd (trading as GT Insurance)
ABN: 93 069 048 255
AFS License Number: 240714
Address: Level 6, 55 Chandos Street, St Leonards NSW 2065
Telephone: (02) 9966 8820
Facsimile: (02) 9966 8840

We are a licensed underwriting agency authorised to provide you with advice on, and deal in, General Insurance Products.

6. Important Relationships

GT Insurance is partly owned by Allianz Australia Insurance Limited ABN 15 000 122 850 (Allianz) AFS License Number 234708.

We have a binding authority from Allianz to enter into, vary and/or dispose of, on its behalf, certain types of insurance business that it issues.

7. Remuneration

We receive commission from Allianz each time you buy a policy (including renewals), and for some variations to your policy which increase the premium payable. The commission is calculated as a percentage of the base premium (this is the premium less stamp duty, GST and other government taxes, charges and levies).

Where you have been referred to us by a third party, we may pay them a part of the commission we earn. Any such commission we pay to a referrer is at no extra cost to you.

We pay our staff and representatives an annual salary for their services and they may also receive bonuses or other incentives and rewards based on their performance relating to sales of products and other business criteria.

From time to time, we may participate in sales incentive schemes and Allianz may provide other benefits such as promotional items, financial assistance for promotion of its products, business related conferences, study trips or other functions. We may also be eligible to qualify for other benefits such as awards or hospitality events. These benefits are provided to us at no additional costs to you.

We may also charge an annual policy fee to assist in covering our expenses. The amount we charge depends on the premium payable by you.

We may also receive a profit share commission from Allianz in the future if a particular portfolio of business reaches a certain level of profitability.

We may receive a profit share commission from Allianz for insurance placed by us (or renewed) with Allianz in each calendar year. If an agreed profit threshold is exceeded (determined according to a formula that takes into account matters such as premium received, claims and expenses incurred), we receive an agreed percentage of the excess, up to a cap of 30% of the net result (total income minus total outgoing expenses).

In the event of a refund for the cancellation or adjustment of a policy, we reserve the right to retain our remuneration.

If you require further details about any of the above remuneration received from Allianz, please ask us within a reasonable time after receiving this FSG and before we provide you with financial services to which this FSG relates.

8. General Advice Warning (GAW)

It is important that you understand and are happy with the policy(ies) we and our representatives can offer. We can give you general information to help you decide, but do not advise you on whether the terms are specifically appropriate for your individual objectives, financial situation or needs. You should carefully read the relevant PDS and any other document that we tell you forms part of the policy before deciding.

9. Complaints Handling

If you are dissatisfied with our service in any way, please contact us and we will seek to resolve the issue in accordance with our Internal Dispute Resolution procedures. To obtain a copy of our procedures please visit our website (www.gtins.com.au) or call us on (02) 9966 8820.

If you are unhappy with the resolution of your complaint, or with the way that GT Insurance has handled your complaint, you may be able to refer the matter to the Australian Financial Complaints Authority (AFCA), subject to its terms of reference. AFCA provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms of reference and its contact details are:

Australian Financial Complaints Authority
Phone: 1800 931 678
Email: info@afca.org.au



Post: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001
Website: www.afca.org.au

10. Privacy Policy

At GT Insurance, the privacy of your personal information is important to us. Where it is possible, we will collect personal information directly from you. The personal information collected and maintained by GT includes your name, address, contact details and information specific to your product preference. However, in some circumstances we will need to collect your personal information from third parties for the purposes of assessing your claim under the insurance policy.

GT Insurance aims to ensure that your personal information is accurate, up to date and complete. Please contact us on (02) 9966 8820 EST 9am – 5pm, Monday to Friday if you would like to seek access to or revise your personal information or feel that the information we currently have on record is incorrect or incomplete.

GT Insurance has adopted the principles set out in the Privacy Act as part of our continuing commitment to client service and maintenance of client confidentiality. For further details, please refer to our Privacy Policy which is available on our website www.gtins.com.au. If you believe that the privacy of your personal information has been interfered with, you may lodge a complaint by contacting us on (02) 9966 8820 EST 9am – 5pm, Monday to Friday. Or contact us by writing to:

Compliance and Privacy Officer
Global Transport & Automotive Insurance Solutions Pty Ltd
PO Box 507
St Leonards NSW 1590

Your complaint will be managed and dealt with through our internal Privacy Complaint Procedure.

If however, you are not satisfied with the way GT Insurance has handled your complaint, you may contact the Office of the Australian Information Commissioner on 1300 363 992.

11. Compensation Arrangements

We and our employees/representatives are covered under professional indemnity insurance that complies with the requirements of Section 912B of the Corporations Act. Subject to its terms and conditions the insurance will continue to cover claims in relation to our employees/representatives who have ceased to act or work for GT Insurance (but who did at the time of the relevant conduct).

12. Currency

This FSG applies from 1 November 2018 and remains valid unless a further FSG is issued to replace it.

13. Receiving Instructions

We are able to receive your instructions by telephone, facsimile, email, letter and in person.