

# Financial Services Guide



**Pet insurance.com.au**

## Who provides the services described in the Financial Services Guide (“FSG”)

The financial services referred to in this Financial Services Guide (‘FSG’) are offered by Knose Financial Services Pty Ltd (ABN 38 620 795 235, AFSL 536651), (‘ThePetInsuranceCompany.com.au’). insurance.com.au Pty Ltd (ABN 27 163 909 073, AR 443422) (‘insurance.com.au’) distributes insurance.com.au Pet as an Authorised Representative of ThePetInsuranceCompany.com.au.

All references to ‘we’, ‘us’ or ‘our’ in this FSG are references to insurance.com.au unless specified.

Listed below are the contact details for insurance.com.au:

**Email:** pet@insurance.com.au  
**Website:** www.insurance.com.au  
**Phone:** 1800 929 041  
**Postal Address:** Level 3, 100 Wellington Parade  
East Melbourne VIC 3002

ThePetInsuranceCompany.com.au holds a current Australian Financial Services Licence No: 536651 and is:

1. responsible for the financial services that insurance.com.au provides to you;
2. responsible for the content and distribution of this FSG; and
3. authorises the distribution of this FSG by insurance.com.au.

Listed below are the contact details for ThePetInsuranceCompany.com.au:

**Email:** info@thepetinsurancecompany.com.au  
**Website:** www.  
ThePetInsuranceCompany.com.au  
**Phone:** 1300 356 642  
**Postal Address:** 81-83 Campbell Street  
Surry Hills NSW 2010

### 1. The purpose and content of this FSG

This FSG sets out the services that we can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about the services; how we and others are paid; any potential conflict of interest we may have; our internal and external dispute resolution procedures and how you can access them; and arrangements that are in place to compensate clients for losses.

Any financial services provided in accordance with this FSG will only relate to the insurance.com.au Pet product which insurance.com.au is authorised to issue pursuant to ThePetInsuranceCompany.com.au’s AFSL.

This FSG is an important document. Please read it carefully and keep it in a safe place for your reference and for any future dealings with us.

### 2. From when does this FSG apply?

This FSG applies from 15 May 2024 and remains valid unless a further FSG is issued to replace it.

### 3. Who is responsible for the financial services provided?

ThePetInsuranceCompany.com.au holds a current Australian Financial Services Licence No: 536651 and is responsible for the financial services that insurance.com.au provides to you in relation to the insurance.com.au pet product.

### 4. What kinds of financial services are we authorised to provide and what kinds of financial products do those services relate to?

insurance.com.au is an Authorised Representatives of ThePetInsuranceCompany.com.au and is authorised to provide financial services in relation to insurance.com.au Pet (‘the Product’).

ThePetInsuranceCompany.com.au is responsible for the financial services that insurance.com.au provides to you, and ThePetInsuranceCompany.com.au is also responsible for the content and distribution of this FSG.

insurance.com.au and ThePetInsuranceCompany.com.au are not authorised to give you personal advice in relation to the Product. Any advice given to you will be of a general nature only and will not take account of your personal objectives, financial situation or needs. You need to determine whether the Product meets your needs.

**insurance.com.au**

insurance.com.au is authorised to arrange the issue of pet insurance and is also authorised to provide general advice in marketing materials about the Product (Authorised Representative No. 443422).

**ThePetInsuranceCompany.com.au**

ThePetInsuranceCompany.com.au is an Australian financial services licensee authorised to deal in and provide advice in relation to general insurance products. ThePetInsuranceCompany.com.au acts under a binding authority from the insurer of the Product. This means that ThePetInsuranceCompany.com.au can arrange, vary or cancel policies and handle or settle claims on behalf of the insurer. ThePetInsuranceCompany.com.au acts for the insurer when providing these services. You can find full details of the insurer in the Product Disclosure Statement for the Product.

**5. Product Disclosure Statement**

If We offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a PDS, unless you already have an up-to-date PDS. The PDS will contain information about the particular policy, which will enable you to make an informed decision about purchasing that insurance policy.

**6. Who do we act for?**

insurance.com.au distributes insurance.com.au Pet to You as an authorised representative ThePetInsuranceCompany.com.au.

ThePetInsuranceCompany.com.au is an underwriting agency acting under a binding authority as agent for the insurer of the product, Pacific. In all aspects of arranging this Policy, ThePetInsuranceCompany.com.au and insurance.com.au act as agents of the insurer and not as Your agent.

**7. General Insurance Code of Practice**

The General Insurance Code of Practice was developed by the Insurance Council of Australia to further raise standards of practice and service across the Insurance Industry. The Code Governance Committee ('CGC') is an independent body that monitors and enforces insurers' compliance with the Code. You can obtain more information on the Code of Practice and how it assists you by contacting us. Contact details are provided at the top of this FSG.

For more information on the CGC go to <https://insurancecode.org.au/>

**8. What information do we maintain in your file, and how can we access it?**

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

If you apply for one of our insurance products, we will collect information from you for the purpose of us deciding whether to arrange insurance for you, and if so, on what terms. If we agree to issue the relevant insurance, we will use the information to manage rights and obligations under the insurance product.

We do not trade, rent, or sell your information.

You can request details of the information we hold about you at any time.

For a full privacy collection statement, please refer to the PDS.

If you wish to examine your file or have a copy of this privacy policy sent to you, please ask us. We will arrange for this to occur.

We will retain this FSG and any other FSG given to you as well as any PDS that we give or pass on to you for the period required by law.

**9. How we are paid for our services****a) Premium**

When we issue you with an insurance policy, you will pay a premium based on our assessment of the risk profile you have provided. The total amount you pay is the premium, plus any government taxes/duties/levies such as GST and stamp duty and a Policy fee if applicable.

When you pay your premium, it is collected by

ThePetInsuranceCompany.com.au.

ThePetInsuranceCompany.com.au will retain their commission (see below) and remit our commission (see below) to us from the premium you pay and remit the balance to the insurer.

ThePetInsuranceCompany.com.au will earn interest and earn a return on the premium whilst it is in their account.

ThePetInsuranceCompany.com.au will retain any interest earned on the premium.

You can choose to pay the premium by any of the payment methods set out in your invoice. You are required to pay us within the timeframe set out in the invoice. All collected premium, applicable fees and statutory charges are to be held in a trust account in accordance with statutory provisions.

**b) Commission**

For dealing in, providing financial advice and administration in relation to general insurance products insurance.com.au and ThePetInsuranceCompany.com.au receive a commission.

insurance.com.au & ThePetInsuranceCompany.com.au together receive up-to 30% commission which is calculated as a percentage of the premium less any relevant taxes, charges and levies.

The commission is included in the total amount you pay for your policy and not in addition to the policy.

The commission applies to each policy issued or renewed through us. The commission may not be refundable in the event of cancellation unless the policy is cancelled either within the cooling off period or is a full-term cancellation.

**c) Referrals**

We may pay a referral fee to others who refer you to us where that referral leads to a policy being sold. If we do pay a referral fee it will be paid out of our commission or fees (not in addition to those amounts) and not at any additional cost to you.

**d) Policy fee**

ThePetInsuranceCompany.com.au may charge you a Policy fee of up to \$5.00 inclusive of GST per month. The Policy fee, as applicable, will be noted on the tax invoice. We can tell you the exact fee at the time you contact us. The Policy fee includes meeting the costs of preparation and distribution of documentation.

The Policy fee applies to each policy issued or renewed through us and may not be refundable in the event of cancellation unless the insurance policy is cancelled either within the cooling-off period or is a full-term cancellation.

**f) Remuneration of employees**

Our employees assisting you with your insurance needs will be paid a market salary and may earn a cash bonus or other incentives based on achievement of a broad range of goals, including financial targets.

**g) Further information**

You may request particulars of our remuneration (including commission) or other benefits, including, to the extent relevant, a statement of the range of amounts or rates within a reasonable time following receipt of this FSG and before we provide any financial service to you.

**10. What is your duty not to misrepresent**

You have a duty to take reasonable care not to make a misrepresentation under the Insurance Contracts Act 1984 (Cth) ('ICA'). The relevant section of the ICA, for consumer insurance products, is section 20B. This duty is also set out in the PDS, policy wording and insurance documentation associated with the contract of insurance.

**11. Conflicts of Interest**

We take any potential or actual conflicts of interest very seriously and have a conflict of interests policy. Conflicts of interest are when some or all your interests are or may be inconsistent with or diverge from some or all of our interests. We manage conflicts of interests through adequate controls, disclosure, and avoidance. We also provide training to our employees to identify conflicts of interest and encourage the early reporting of potential conflicts of interest.

To access our conflict of interests policy, please go to <http://www.insurance.com.au>.

**12. What arrangements do we have in place to compensate clients for losses?**

insurance.com.au and ThePetInsuranceCompany.com.au have professional indemnity insurance (PI insurance) which satisfies the requirements for compensation under s912B of the Corporations Act 2001 (Cth).

The PI insurance policy covers us for claims made against us as a result of our conduct or the conduct of our employees (or former employees) in the provision of financial services.

**13. What should I do if I have a complaint?**

insurance.com.au and ThePetInsuranceCompany.com.au are committed to meeting and exceeding our clients' reasonable expectations whenever possible and would like to know if your reasonable expectations haven't been met.

You are entitled to make a complaint about any aspect of your relationship with insurance.com.au and ThePetInsuranceCompany.com.au including the conduct of our agents and authorised representatives. ThePetInsuranceCompany.com.au will attempt in good faith to resolve any complaint/dispute in a fair, transparent, and timely manner.

We aim to comply with the General Insurance Code of Practice and any relevant Australian Securities and Investments Commission ('ASIC') guidelines.

The complaints process is also set out in the relevant Product Disclosure Statement.

Any complaint relating to this insurance should be referred to insurance.com.au in the first instance:

Email: [pet@insurance.com.au](mailto:pet@insurance.com.au)  
Phone: 1800 929 041  
Web:<https://www.insurance.com.au/contact>

We aim to acknowledge receipt of your complaint within 1 business day and keep you informed of progress no less than every 10 business days unless resolved earlier. Provided we have all the necessary information and have completed any necessary investigations we will respond to your complaint within 30 calendar days.

If we do not make a decision within the period that we tell you we will respond, we will tell you about your right to lodge a complaint with an external dispute resolution scheme. If you are not happy with our response, you can refer your complaint to the Australian Financial Complaints Authority ('AFCA') subject to its rules. AFCA provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within AFCA's jurisdiction.

AFCA's contact details are:

Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.com.au](mailto:info@afca.com.au)  
Phone: 1800 931 678  
Mail: Australia Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

If you require further information, you can access our Complaints and Dispute Resolution Process available on [insurance.com.au](http://insurance.com.au)'s website at [www.insurance.com.au](http://www.insurance.com.au).

**14. How can you instruct us?**

You can contact us to give instructions by post, phone or email on the contact number or details mentioned on page 1 of this FSG.

**15. What information do we maintain in your file and how can you access it?**

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

If you apply for our insurance products, we will collect information from you and use it to decide whether to offer insurance, and if so on what terms. If we agree to issue the relevant insurance, we will use the information to manage rights and obligations under the insurance product and ongoing administration of the relevant insurance.

You can request details of the information we hold on you at any time.

Our privacy officer can be contacted on 1800 929 041 or by emailing the privacy officer at:

Email: [pet@insurance.com.au](mailto:pet@insurance.com.au)

For a full privacy collection statement, please refer to the PDS. To access our privacy policy, please go to <http://www.insurance.com.au>

If you wish to examine your file or have a copy of this privacy policy sent to you, please ask us and we will arrange for a copy to be sent to you.

We will retain this FSG and any other FSG given to you as well as any PDS that we give or pass onto you for the period required by law.

**16. More information**

If you have any further questions about the financial services we provide, please contact us.

Please retain this document for your reference and any future dealings with us.

This FSG was prepared on 26 March 2024.

