

Financial Services Guide

1 November 2018

FlexiSure[®]
Insurance worth living for.

About this Financial Services Guide

The financial services referred to in this guide are provided by FlexiSure of PO Box 1192, Chatswood, NSW 2057. FlexiSure is a trading name of Select AFSL Pty Limited ABN 34 151 931 618 which holds Australian Financial Services Licence No 408647 (Select AFSL).

In this Financial Services Guide (FSG), 'we', 'us' and 'our' are references to FlexiSure.

The FSG is an important document designed to help you make an informed decision about whether to use the services we provide in relation to FlexiSure Life Cover. It tells you who we are, how you can contact us, the services we provide, who we act for, the remuneration we and our related parties may receive for our services and how complaints are dealt with.

To assist you in your decision of whether to purchase FlexiSure Life Cover, we will provide you with a Product Disclosure Statement (PDS) which is issued by the insurer, St Andrew's Life Insurance Pty Ltd (St Andrew's) ABN 98 105 176 243. The PDS includes the benefits, risks and features of the product to help you make an informed decision about whether to purchase the product.

Our services

Under our Australian Financial Services Licence, we are licensed to advise and deal in life risk insurance products.

We are authorised by St Andrew's to accept applications for FlexiSure Life Cover and issue policies on its behalf. When we do this, we act on behalf of St Andrew's, but otherwise we provide our services on your behalf.

Whilst we promote FlexiSure Life Cover, we do not consider your personal objectives, financial situation or needs. You must therefore consider the appropriateness of any information or general advice we give you when purchasing FlexiSure Life Cover.

You need to read the PDS and any other relevant policy documentation to determine if the product

is right for you. If you require personal advice, you should obtain the services of a suitably qualified adviser.

How we are paid for the services provided

The insurer will pay FlexiSure between fifteen and eighty eight percent of the annual premium. This is used to cover the costs of marketing and distributing the product. An administration fee is also payable by St Andrew's to a related company of FlexiSure, BlueInc Services Pty Limited (BlueInc) ABN 47 109 789 077, to cover the cost of administering your policy. Any amounts received by us and BlueInc are included in the premium you pay and do not cost you any extra.

Our representatives are appropriately approved employees of us or a related company.

Our representatives are paid salaries and may also qualify for extra remuneration depending on performance criteria which can include volume of sales.

Compensation arrangements

Select AFSL holds a Professional Indemnity insurance policy which satisfies the requirements for compensation arrangements under Section 912B of the Corporations Act.

Your privacy

When considering applications for FlexiSure Life Cover, we collect and retain personal information about the owner of, and each person to be insured under, the policy. This information is provided to St Andrew's and is used to administer the policy and assess claims in the way described in the applicable PDS. The privacy of your personal information is important to us and we are committed to ensuring privacy and security of your personal information. If you would like a copy of our privacy policy, please contact us or download a copy from our website at flexisure.com.au

Complaint handling

We welcome every opportunity to resolve any concerns you may have with our products or service. If you have a complaint please contact FlexiSure's Customer Service Manager, by either:

Phone: 1300 279 279 (Mon-Fri, 9am-5pm AEST)

Email: complaints@flexisure.com.au

Mail: Customer Service Manager, FlexiSure
PO Box 1192, Chatswood, NSW 2057

Receipt of your complaint will be acknowledged within 2 business days. If additional information is required, it will be requested in writing. If your complaint remains unresolved within 45 business days, you can contact the Australian Financial Complaints Authority (AFCA) by one of the following:

Phone: 1800 931 678

Email: info@afca.org.au

Mail: PO Box 3, Melbourne VIC 3001

Web: afca.org.au

The AFCA is a free service to you and its independent assessment of your complaint is binding on St Andrew's and FlexiSure.

How to contact us

If you would like to obtain further information, provide us with your instructions, or if you have any queries about the insurance products and services we offer, please contact us by either:

Phone: 1300 279 279 (Mon-Fri, 9am-5pm AEST)

Email: customerservice@flexisure.com.au

Mail: Customer Service Manager, FlexiSure
PO Box 1192, Chatswood, NSW 2057