



Car Rental Insurance

FINANCIAL SERVICES GUIDE
1 MAY 2024

Financial Services Guide

This Financial Services Guide (**FSG**) contains information about Our services and charges, Your rights as a client, and other things You need to know relating to insurance matters, including how any complaints You may have will be dealt with.

The financial services referred to in this FSG are offered by:

Car Rental Insurance Pty Ltd (**CRI**) ABN 39 112 849 135

Level 3
345 Pacific Highway
North Sydney NSW 2060
Telephone: 02 9460 2200
Email: insurance@crinsurance.com.au

CRI is an authorised representative of:

Delaney Kelly Golding Pty Ltd (**DKG**) ABN 35 000 663 221

Level 3
345 Pacific Highway
North Sydney NSW 2060
Telephone: 02 9929 7299 or Freecall: 1800 252 926
Facsimile: 02 9460 2111
Email: insurance@dkg.com.au

DKG holds a current Australian Financial Services Licence No 231146 and is responsible for the financial services that CRI provides to You. CRI's Authorised Representative number is 321550. DKG is also responsible for the content and distribution of this FSG. The distribution of the FSG by CRI is authorised by DKG.

The information in the FSG is current at the date of issue and is general information only. In this FSG, the words "We," "Our," or "Us" is a reference to CRI. "You" and "Your" refer to You as Our client or the insured person.

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 we offer You.
- 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.
- Arrangements that are in place to compensate clients for losses.

It is an important document. Please read it carefully and keep it in a safe place.

This FSG is also available on Our website at www.crinsurance.com.au.

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 product disclosure statement (**PDS**), unless You already have an up to date PDS. The PDS will contain information about a particular policy, which will enable You to make an informed decision about purchasing that product.

The PDS will be provided electronically at the time of the cover confirmation. Please check this carefully when received or advise us immediately should You not receive the document. Should You have any queries, You should contact Us immediately.

CRI Insurance holds a delegated authority, which means that it can enter into, vary, or cancel the insurance products and handle and settle claims without referring to the insurer, provided it acts within its binding authority. When providing these services, We act on behalf of the insurer and do not act on Your behalf.

We may give general financial product advice on the insurance products that it offers, and any advice given is provided for Your assistance but provided on behalf of the insurer.

Any general advice given by Us does not take into account Your individual objectives, financial circumstances or needs. Before You make any decision about the insurance, read the PDS carefully to ensure that it is suitable for You. You should consult Your insurance adviser or broker if You require professional advice on Your situation.

General Insurance Code of Practice

We support the General Insurance Code of Practice. The Code is designed to raise the standard of practice and service in the general insurance industry. You can obtain a copy of the Code by contacting us or visiting www.codeofpractice.com.au.

From when does this FSG apply?

This FSG applies from 1 May 2024 and remains valid unless a further FSG is issued to replace it. We may give You a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

How can I instruct You?

You can contact Us to give Us instructions by post, phone, fax, or email on the contact details mentioned on the front of this FSG.

Who is responsible for the financial services provided?

DKG is responsible for the financial services that will be provided to You, or through You to Your family members, including the distribution of this FSG. DKG holds a current Australian Financial Services Licence number 231146. The contact details for DKG are on the front of this FSG.

In some cases, Our services may be provided by Authorised Representatives, Distributors, or Referrers (collectively referred to as Representatives) who have been provided with specific authority to provide services on Our behalf. When dealing with Our Representatives as a Retail Client they will provide You with information on their relationship with Us and the services they are authorised to provide. Each of Our Representatives are authorised by Us to issue this FSG to You on Our behalf.

Who do We act for?

We have arrangements with the insurer, Insurance Australia Limited ABN 11 000 016 722, AFSL Number 227681 trading as CGU Insurance. When We provide You with insurance, We act under an agency agreement or a binder with CGU. This means when We issue You with insurance cover or an insurance policy, We act for and in the interest of the insurer as Our principal in providing services, not Yours. If We are given a “binding authority” from an insurer, this means We can enter into insurance policies and/or handle or settle claims on their behalf without reference to them, provided it is within the authority they have given Us.

What kinds of financial services are You authorised to provide to me and what kinds of financial products do those services relate to?

CRI is authorised to advise and deal in general insurance products to wholesale and retail clients under DKG’s Australian Financial Services Licence.

CRI acts under an Agency Agreement or a binder with the insurer, Insurance Australia Limited ABN 11 000 016 722, AFSL Number 227681 trading as CGU Insurance. When We act under a binder or agency agreement, We will be acting as the agent of the insurer. This means that We represent and act for the insurer, not for You.

Will I receive tailored advice?

CRI is authorised to provide You with general advice only and not with tailored advice.

You should read the warnings that We give You, carefully before making any decision about an insurance policy.

Where We provide You with advice about Your insurance arrangements, that advice is current at the time that We give it. We will review Your insurance arrangements when You inform Us about changes in Your circumstances, at the time of any scheduled status review, or upon renewal of Your insurances.

Contractual Liability and Your insurance cover

Many commercial or business contracts contain clauses dealing with Your liability (including indemnities or hold harmless clauses). Such clauses may entitle Your insurers to reduce cover, or in some cases, refuse to indemnify You at all. You should seek legal advice before signing and accepting contracts. You should inform Us of any clauses of this nature before You enter into them.

What information do You maintain in my file and can I examine my file?

We maintain a record of Your personal profile, including details of insurance policies that We arrange or issue for You. DKG may also maintain records of any recommendations or advice given to You. 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.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of Your personal information. A copy of DKG’s privacy policy is available on request. A copy is also available on DKG’s website www.dkg.com.au.

If You wish to look at Your file, please ask Us and We will arrange for You to do so.

Receiving documents electronically

It is standard practice for Us to electronically distribute to You, important documents such as this FSG, a PDS for each insurance product, and relevant insurance certificates, as well as future policy renewal notices. Should You only wish to receive any of these documents by normal mail, You should contact Us immediately, and We will send such documents to the last known address notified or advised to Us.

How do We manage conflicts of interest?

Conflicts of interest are circumstances where some or all of Your interests, are inconsistent with or diverge from some or all of Our interests.

We take any potential conflict seriously and have a Conflicts of Interest policy with which We comply. Our procedures and training are designed to properly manage any conflict that may arise. If You require any further explanation, please ask Us.

All material conflicts that impact Our advice that are not mentioned in this FSG will be advised to You on the invoices related to that advice.

How will I pay for the services provided?

Payment for the services We provide You are payable directly to CRI Trust Account.

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges, and levies. CRI often receives a payment based on a percentage of this premium (excluding relevant taxes, charges, and levies) called commission, which is paid to CRI by the insurer. In some cases, You will also be charged a fee. These will all be shown on the invoice that is sent to You.

You can choose to pay for Our services by any of the payment methods set out in the invoice. You are required to CRI within the time set out on the invoice.

If there is a refund or reduction of Your premium as a result of a cancellation or alteration to a policy or based on a term of Your policy (such as a premium adjustment provision). We will also retain commission depending on Our arrangements with the insurer or charge You a cancellation fee equal to the reduction to commission.

When You pay Your premium, it will be banked into CRI's trust account. CRI will retain the commission from the premium You pay Us and remit the balance to the insurer in accordance with CRI's arrangements with the insurer. CRI will earn interest on the premium while it is in their trust account or CRI may invest the premium and earn a return. CRI will retain any interest or return on investment earned on the premium.

How are any commissions, fees or other benefits calculated for providing the financial services?

CRI's commission will be calculated based on the following formula:

$$X = Y\% \times P$$

X = CRI's commission

Y% = the percentage commission paid to CRI by the insurer. CRI's commission varies between 0% to 20%.

P = the amount You pay for any insurance policy (less any government fees or charges included in that amount).

Any fees that We charge You will be itemised on Our invoice or statement.

If You pay by credit card, We may charge You a fee which is non-refundable and reimburses Us for bank fees, interests, and charges associated with the use of a credit card.

Employee remuneration

Our employees are paid a market salary and may be entitled to a performance bonus depending on the quality of work they provide to clients during any financial year and the achievement of company goals.

Our employees may also be invited to annual conferences, receive sponsorship for conferences, functions, meals, or other non-monetary benefits from external parties such as insurers, underwriting agencies, or reinsurers. You do not bear the cost of these events, and such relationships are managed under Our conflicts of interest policy. Our policy is that any of the above received by Us or Our representatives that exceed \$200 per item or transaction in estimated value are potentially material and must be disclosed to Our Conflicts Manager in writing.

Interest

Any premiums received from You are held in Our trust account prior to being forwarded to the insurer. We will retain any interest earned on the money held in Our account.

Do You have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

DKG is a Steadfast Group Limited (**Steadfast**) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (**Partners**) under which Steadfast will receive between 0.5 – 1.4% commission for each product arranged with those Partners. Steadfast is also a shareholder of some Partners. We may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).

As a Steadfast Network Broker, DKG has access to member services including model operating and compliance tools, procedures, manuals, and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These member services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

If We arrange premium funding for You DKG may be paid a commission by the premium funder. We may also charge You a fee (or both). The commission that DKG is paid by the premium funder is usually calculated as a percentage of Your insurance premium (including government fees or charges). If You instruct Us to arrange or issue a product, this is when DKG becomes entitled to the commission.

Our commission rates for premium funding are in the range of 0% to 4% of funded premium. When We arrange premium funding for You, You can ask Us what commission rates DKG are paid for that funding arrangement compared to the other arrangements that were available to You.

Premium Amortisation Corporation Funding (**PAC Funding**) ABN 98 076 540 335 is owned 100% by the directors of DKG. DKG does not earn commission on any transactions processed via PAC Funding.

Material Changes

You must also notify Us of any significant changes which occur during the period of insurance. If You do not, Your insurances may be inadequate to fully cover You. We can assist You to do this and to ensure that Your contract of insurance is altered to reflect those changes.

What should I do if I have a complaint?

We will always do Our best to provide You the highest level of service but if You are not happy or have a complaint or dispute, here is what You can do.

If You experience a problem or are not satisfied with Our products, Our services or a decision We have made, let Us know so We can help.

- Please contact the CRI Account Executive or Claims Handler You have been dealing with. Our Account Executive or Claims Handler will try to resolve complaints at first contact or shortly thereafter; if We are unable to do so, We may refer You to a Manager (or You can ask to speak to a Manager Yourself). The Account Executive or Claims Handler, or Manager will attempt to respond and resolve Your complaint as soon as possible.
- If We can't quickly resolve Your complaint, You can ask for it to be escalated to Our Customer Relations team. You can also contact the Customer Relations team directly by:

Customer.relations@iag.com.au

Phone on 1800 045 517

Fax on 1800 649 290

Free post (no stamp needed) at:

Customer Relations

Reply Paid 89824

Sydney NSW 2001

Customer Relations will contact You if they require additional information or have reached a decision. Customer Relations will advise You of the progress of Your complaint and the timeframe for a decision in relation to Your complaint.

If You are unhappy with Our decision or in the unlikely event We cannot resolve a complaint within a maximum of 30 days, You may want to explore external review options like the Australian Financial Complaints Authority (AFCA).

- We expect Our procedures will deal fairly and promptly with Your complaint. If You are unhappy with the decision made by Our Complaints Officer You may wish to seek an external review, such as referring the issue to the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA has authority to hear certain complaints. AFCA will confirm if they can assist You:

Free Call: 1800 931 678

Email: info@afca.org.au

Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne Vic 3001

Visit: www.afca.org.au

Some time limits apply to AFCA complaints, so act quickly. Check the AFCA website to see if time limits apply to Your situation.

Further information about Our complaint and dispute resolution process is available by contacting Us.

What arrangements are in place to compensate clients for losses?

We hold professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act. The insurance covers claims involving errors or mistakes relating to Our services in relation to DKG employees and Our representatives, including former employees and representatives after they cease working with Us provided, We notify the insurer of the claim when it arises, and this is done within the relevant policy period.

How we use Your Personal Information

We are committed to protecting Your privacy. We use and disclose the information You provide to arrange or issue Your insurance and for any other purposes outlined in Our privacy policy. If You don't provide Us with full information, We may not be able to provide You with insurance. We do not rent or sell Your information. For more information about how to access the personal information We hold about You, how to have the information corrected and how to complain if You think We have breached privacy law, ask Us for a copy of Our Privacy Policy, or visit Our website.

Client Contact Agreement

To ensure that We provide You with appropriate products and services, You agree to Us calling You to discuss any new products and services. If You do not wish to receive such calls, please advise Us, and We will place You on Our Do Not Call Register.

Changes to this FSG

Information in this document may change from time to time. We may make changes by amending the FSG and publishing an updated version on Our website. You may also obtain an electronic copy of the updated information through Our website, or You can directly request from Us.

Lack of independence

We receive commissions from CGU that We place Your insurance with, and We retain that commission to operate Our business.

Privacy

CRI is committed to the safe and careful use of Your personal information in the manner required by the Privacy Act 1988 (Cth) and the Australian Privacy Principles. CRI will collect personal information when You deal with CRI. CRI uses Your personal information so that CRI can do business with You, which includes providing the financial services outlined within this FSG. If You do not provide Your personal information to Us as requested, We may not be able to provide these services to You. Sometimes CRI might send Your personal information overseas. The locations CRI sends it to can vary but includes the Philippines, India, Ireland, the UK, the US and countries within the European Union. If in providing the services to You, You need to give us personal information about other individuals, We rely on You to have made them aware that We will be collecting their personal information and how We use, hold and disclose that information.

This includes the purposes for which We use it, the types of third parties We disclose it to and how they can access it (as described in our privacy policy). If it is sensitive information (which includes a person's health information), We rely on You to have obtained their consent to these matters. By doing business with Us or receiving any of the financial services We provide, You agree to advising third party individuals of this and collecting their consent as required. If You have not done these things, You must tell Us before You provide the relevant information.

A copy of CRI's Privacy Policy is located on CRI's website www.crinsurance.com.au. By soliciting financial services from Us, You consent to Your personal information being handled, used and disclosed in the manner described within. If You wish to contact CRI about any privacy related issue or wish to make a complaint about Your privacy or the way Your personal information has been handled, Our contact details are as follows:

Address: PO Box 1670, North Sydney NSW 2059

Telephone: (02) 9460 2200 or 1800 355 646

Email: compliance@dkg.com.au

Any questions?

If You have any further questions about the financial services CRI provides, please contact Us.

Please retain this document for Your reference and any future dealings with CRI.

More Information

If You would like more information about the remuneration that We receive, please contact Us by phone, in writing by email or in person.