

Financial Services Guide (FSG)

ING Insurance

Issued 31 March 2019

What's an FSG?

Good question. An FSG is short for a Financial Services Guide. Basically, it gives you important information about a particular financial product or service. While ING offers many financial products and services this FSG is about general insurance.

This FSG is provided by ING Bank (Australia) Limited ABN 24 000 893 292 (**ING**), which is a member of the ING Group of companies, and Auto & General Services Pty Ltd ACN 003 617 909 (**AGS**) (ING and AGS together, **we/our/us**).

So, why should I read this FSG?

It gives you important information to help you decide whether you wish to buy an ING insurance product.

It explains:

- the services and products we're authorised to provide to you;
- how we are remunerated;
- potential conflicts of interest we may have; and
- our internal and external dispute resolution procedures and how you can access them.

Before purchasing an insurance product, you will be given a Product Disclosure Statement (**PDS**) for you to read and consider. The PDS contains information about the product to help you make an informed decision about whether or not to buy the product.

What are our services and authorisations?

ING acts as an Authorised Representative of AGS under a written agreement. ING can provide you with factual information and general financial advice about, and arrange for the issue of general insurance products, including home and/or contents, car and travel insurance as an Authorised Representative of AGS. When ING arranges for the issue of your insurance, it acts on behalf of AGS and not on your behalf. AGS is responsible for the conduct of ING under this agreement.

AGS is an Australian Financial Services Licensee (AFSL 241411), and is licensed to deal in, and provide financial product advice on general insurance products, including home and/or contents, car and travel insurance. AGS acts under a binding authority authorising it to arrange and administer the insurance on behalf of the underwriter and issuer Auto & General Insurance Company Ltd ACN 111 586 353 (AFSL 285571) (the Insurer). Under this authority AGS can vary, amend, cancel insurance, and administer claims. AGS is a related company of the insurer.

When arranging and administering the policy, AGS acts on behalf of the Insurer and not on your behalf. Any general financial advice about general insurance given by ING or AGS does not take into account your objectives, financial situation or needs.

How are we paid?

ING and AGS are entitled to a commission calculated as a percentage of the premium you pay (excluding taxes and charges for the insurance product). All commissions are included in the cost of the insurance product.

ING receive remuneration from AGS when they arrange for you to buy the insurance product and when your insurance is renewed. The remuneration varies depending upon the product, but is up to 30% of the premium (excluding taxes and statutory charges). ING's remuneration is included in the premium quote.

AGS receives a remuneration of up to 27% of the premium whenever a policy is issued to a customer introduced to it by ING.

AGS's staff are paid a salary and may receive bonuses based on performance.

Other fees that may be charged

Fees (inclusive of GST) that you could incur once you have purchased insurance through AGS are:

Early Cancellation	\$40.00
Monthly Installment Processing	12 payments of 66 cents per \$100 of premium or part thereof
Fortnightly Installment Processing	26 payments of 31 cents per \$100 of premium or part thereof

How do we safeguard customer information?

Your privacy is important to ING and AGS and we are committed to protecting your privacy. We collect information about you (and where applicable, persons acting on your behalf) to manage the client relationship we have with you, to ensure that we provide the products and services most appropriate to your needs, to offer you other products and services we think you may be interested in and to comply with our legal obligations. We aim to ensure that the personal information we retain about you is accurate, complete and up-to-date. All personal information is dealt with in accordance with our joint Privacy Policy. Our joint Privacy Policy details how we comply with the Privacy Act 1988 in the handling of your personal information. If you would like a copy of our joint Privacy Policy, please contact us using our contact details below. Telephone conversations to our call centres and with our employees may be recorded for monitoring training and quality control purposes, and as a record of advice given or agreements entered into.

What should you do if you have a complaint?

If you have a complaint about the services provided by ING or AGS, you should:

- Step 1:** Contact the appropriate department manager on the contact details shown on your Insurance Certificate or if you haven't yet purchased insurance, speak to your sales representative or contact us on 1800 614 928;
- Step 2:** If the matter is not resolved to your satisfaction within 14 days, please write to the Dispute Resolution Manager at idr@autogeneral.com.au or PO Box 342, Toowong QLD 4066;
- Step 3:** If you are still not happy with the response, you can refer the complaint to the Australian Financial Complaints Authority (AFCA), an external dispute resolution service of which AGS and the Insurer are members. You can contact us and we will provide details of how to access the AFCA.

To contact AFCA:

- call 1800 931 678; or
- go to www.afca.org.au; or
- fax (03) 9613 6399; or
- email info@afca.org.au; or
- write to AFCA, GPO Box 3, Melbourne VIC 3001

How can you contact us?

If you want to provide instructions or information in relation to the general insurance product you can do so by contacting us on the contact details set out below.

Auto & General Services Pty Ltd

ACN: 003 617 909

AFS Licence No: 241411

PO Box 342, Toowong QLD 4066

Ph: (07) 3377 8801

Fax: (07) 3377 8822

ING

ABN: 24 000 893 292

AR No: 1247634

Reply Paid 4307, Sydney NSW 2001

Ph: 133 464

Compensation arrangements

AGS has professional indemnity insurance arrangements in place to cover retail clients for losses suffered because of breaches of financial services laws, negligence, and other misconduct. Subject to the terms of the insurance these arrangements cover claims in relation to conduct of employees/representatives of AGS even after they have ceased employment. These arrangements comply with the requirements of section 912B of the Corporations Act 2001 (Cth).