
*We recommend that you print and save
this document for future reference*



Financial Services Guide (Life Insurance Products)

This Financial Services Guide (**FSG**) is designed to assist you in deciding whether to use the services provided by Compare The Market Pty Ltd (**CTM**) ACN 117 323 378 in respect of certain life insurance products and income protection products that LifeBroker Pty Ltd ACN 115 153 243 (**Lifebroker**) makes available for comparison and purchase by you via CTM (**Life Products**). CTM is an authorised representative (AR 434130) of LifeBroker in respect of Life Products.

This FSG provides information about the services offered in respect of Life Products, the remuneration received by CTM and Lifebroker in connection with those services, and how any complaints you may have will be dealt with.

This FSG does not provide information about the financial services offered by CTM in respect of general insurance products. Further information regarding those products can be found in CTM's [Financial Services Guide \(General Insurance Products\)](#).

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

OUR SERVICES AND AUTHORISATIONS

"Compare The Market" is a brand, trading name and website licensed to or owned by CTM. References to "us", "we" or "our" in this FSG are references to CTM.

CTM has a written agreement (**Agreement**) with Lifebroker, which makes CTM an authorised representative of Lifebroker, and allows CTM to provide you with factual information and general advice on, and to arrange for the issue of, Life Products (**Authorised Services**). CTM provides the Authorised Services under the Agreement on behalf of Lifebroker as its authorised representative.

Lifebroker is an Australian Financial Services Licensee (AFSL 400209), and is licensed to deal in, and provide advice on, Life Products. Lifebroker authorises distribution of this FSG by CTM.

When providing the Authorised Services, CTM acts on behalf of Lifebroker and not you. Lifebroker is responsible directly to you for CTM's conduct in connection the Authorised Services that CTM provides.

LIFE PRODUCTS

The Life Products compared on the Compare the Market website are not representative of all products available in the market. The site compares the following Life Product brands: MLC, Zurich, AIA, OnePath, BT, TAL, AMP, Asteron Life, CommInsure, Metlife and Macquarie.

If you decide to apply for a Life Product, you will be asked to contact by telephone (or can request to be contacted by telephone) a call centre operated by Lifebroker.

HOW ARE WE PAID?

We are paid by Lifebroker for the services we provide (as described in this FSG). Our remuneration is calculated according to the number of enquiries Lifebroker receives for its Life Products and/or the number sales that Lifebroker makes from such enquiries.

The remuneration is: (a) 60% of the total upfront commission received by National Financial Solutions Pty Ltd (**NFS**) from the insurer (excluding taxes and statutory charges or rebates payable in relation to the Life Product that is purchased) plus GST (see below) each month; or (b) \$54 per valid enquiry received by Lifebroker for its Life Products each month, whichever is greater. CTM's remuneration is included in the cost of the Life Product and it does not affect the price you pay.

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

HOW IS LIFEBROKER PAID?

Lifebroker is wholly owned by National Financial Solutions Pty Ltd (**NFS**). NFS receives remuneration from the insurer when it arranges for you to buy the Life Product and when your insurance is renewed. Upfront commissions range between 25%-124% (inclusive of GST) of the insurance premium payable (excluding taxes and statutory charges or rebates) for the Life Product, and ongoing commissions range between 5% and 33% (inclusive of GST) of the premium payable (excluding taxes and statutory charges or rebates) for the Life Product. For example, if your insurance premiums were \$750 per annum, NFS may receive up to \$930 (inclusive of GST) commission in the first year and up to \$247.50 (inclusive of GST) commission in subsequent years. Full disclosure of remuneration will be provided once Lifebroker knows the cover you intend to apply for (along with the PDSs and quotes from the particular life companies). NFS's remuneration is included in the cost of the Life Product and it does not affect the price you pay.

NFS is owned by TAL Distribution Holdings Limited ABN 26 095 839 179 and is part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies, which includes the insurer TAL Life Limited ABN 70 050 109 450 (TAL). TAL issues policies (AFSL 237848) including TAL Accelerated Protection and TAL Go Protect that we may quote to you from time to time.

Lifebroker's staff are paid a salary and may also receive a commission. The amount of commission is dependent on a number of factors including the number of products issued and the level of compliance achieved. There may be circumstances where additional commissions, bonuses and non-cash incentives are paid and these will accrue from time to time. These are not an additional cost to you.

NFS may receive other benefits based on the number of policies written and/or maintained from product providers over a specified time frame. These benefits are not an additional charge to you.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

If you have a complaint about the services provided by CTM, you should:

- Step 1 – Contact CTM using the contact details below;
- Step 2 – If the matter is not resolved to your satisfaction within 14 days, please write to the Dispute Resolution Manager at PO Box 301, Toowong QLD 4066;
- Step 3 – If you are still not happy with the response, you can refer the complaint to the Financial Ombudsman Service (**FOS**), an external dispute resolution service of which Lifebroker and CTM are a member. FOS can be contacted by phone on 1300 780 808 or by fax on (03) 9613 6399.

CTM's CONTACT DETAILS

Compare The Market Pty Ltd

ACN: 117 323 378

Authorised Representative No: [434310]

PO Box 301

TOOWONG QLD 4066

Ph: 1800 777 712

Em: email@comparethemarket.com.au

LIFEBROKER'S DETAILS

Lifebroker Pty Ltd

ACN: 115 153 243

AFS Licence No: 400209

390 La Trobe Street

Melbourne VIC 3000

Ph: 13 5433

COMPENSATION ARRANGEMENTS

Lifebroker has arrangements in place to maintain adequate professional indemnity insurance as required by section 912B of the Corporations Act. This insurance provides cover for claims made against Lifebroker and its representatives including claims in relation to the conduct of representatives who no longer work for Lifebroker but who did so at the time of the relevant conduct.