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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 life insurance products and income protection products (**Life Products**). CTM is an authorised representative (AR 434130) of LifeBroker Pty Ltd ACN 115 153 243 (**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.

CTM will not provide personal advice to you. If personal advice is provided to you, it will be provided by Lifebroker who will also provide you with a Statement of Advice (**SOA**). If this occurs, this SOA is not given by CTM, but by Lifebroker. It will take into account some of your objectives, financial situation and needs. The SOA will outline the scope of the advice provided, and this will typically be given to you before you buy or alter an insurance policy so that you can decide whether to act on Lifebroker's advice, unless you expressly request that the insurance policy be purchased before you receive the SOA.

### 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?

CTM receives remuneration from Lifebroker when it arranges for you to buy a Life Product through the Lifebroker call centre. The remuneration is 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 to you in relation to the Life Product that you buy) plus GST (see below). 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.

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## 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%-115% (inclusive of GST) of the insurance premium payable (excluding taxes and statutory charges or rebates) for the Life Product, and ongoing commissions range between 9% 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 \$862.50 (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.

TAL Distribution Management Ltd (**TAL**) owns a small percentage of NFS. TAL issues policies including TAL Accelerated protection and TAL Go Protect that CTM may quote to you from time to time. TAL does not have a controlling interest in NFS. If NFS sells enough TAL policies (including those policies sold by Lifebroker), then NFS may receive a benefit in that TAL's shareholding in NFS may be reduced. All shareholders of NFS (including its directors, some of whom are directors of Lifebroker) may receive benefits (dividend payments) based on the overall performance of the company.

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

## 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 (07) 8877 8872  
Fax (07) 8877 8865

## LIFEBROKER'S DETAILS

**Lifebroker Pty Ltd**  
ACN: 115 153 243  
AFS Licence No: 400209

66 Moray Street  
SOUTHBANK VIC 3006

Ph 13 5543  
Fax 1300 204 030

## 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.