

Financial Services Guide

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use the services provided by Latitude Personal Finance Pty Ltd and Latitude Automotive Financial Services (together Latitude) and Auto & General Services Pty Ltd (AGS). It provides information about the services offered, the remuneration paid for those services, and how any complaints you may have will be dealt with.

Before purchasing an insurance 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

Latitude are authorised representatives of AGS and is authorised to provide you with factual information and general advice on, and to arrange for the issue of motor vehicle insurance products and to provide you with factual information on home and contents insurance products.

AGS is an Australian Financial Services Licensee (AFSL 241411), and is licensed to deal in, and provide advice on, general insurance products. AGS acts under a binding authority authorising it to arrange and administer the insurance on behalf of the insurer, Auto & General Insurance Company Limited (AFSL 285571). AGS is a related company of the insurer. When arranging and administering the policy under binding authority, AGS acts on behalf of the insurer and not on your behalf. When arranging for the issue of a policy, Latitude and the Latitude Employees act on behalf of AGS. Any advice given by Latitude, Latitude Employees or AGS is given for your benefit.

How are we paid?

Latitude 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.

Latitude:

- are entitled to a commission from AGS of up to 10% of the premium in respect of the sale or renewal of a policy to a customer introduced to AGS by Latitude; and
- may also receive a bonus from AGS of up to 10% of the premium in respect of the sale of a motor vehicle insurance policy to a customer introduced to AGS by Latitude and where the sale of such policies exceeds nominated volume targets in a three month period.

Latitude pays its sales staff and branch managers a commission (of \$20 and \$15 respectively in respect of the sale of a motor vehicle insurance policy provided the sales staff and branch managers reach other qualifying hurdles).

AGS receives a commission of up to 27% of the premium whenever a policy is issued to a customer introduced to it by Latitude. AGS' sales staff are paid a salary and may receive bonuses based on performance.

This FSG was updated on 29th August 2016 and its distribution has been authorised by Auto & General Services Pty Ltd.

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

Early Cancellation	\$40.00
Monthly Instalment Processing	12 payments of 66 cents per \$100 of premium or part thereof
Fortnightly Instalment Processing	26 payments of 31 cents per \$100 of premium or part thereof
Payment Resubmission	\$11.00

What should you do if you have a complaint?

If you have a complaint about the services provided by Latitude, Latitude Employees or AGS, in relation to the motor vehicle insurance or home and contents insurance, 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 888 530;
- **Step 2** – If the matter is not resolved to your satisfaction within 14 days, please write to the Dispute Resolution Manager at PO Box 342, 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") Australia, an external dispute resolution service of which AGS and the insurer are a member. FOS Australia can be contacted by phone on 1800 367 287 or by fax on (03) 9613 6399.

Contact details

Auto & General Services Pty Ltd

ABN: 61 003 617 909

AFS Licence No: 241411

PO Box 342

TOOWONG QLD 4066

Ph (07) 3377 8801

Fax (07) 3377 8822

Latitude Personal Finance Pty Ltd

ABN: 54 008 443 810

Authorised Representative No: 260528

Latitude Automotive Financial Services

ABN: 80 004 187 419

Authorised Representative No: 260527

572 Swan St, Richmond, VIC, 3121

Claims 1300 885 996

Mon-Fri 8am – 6pm and Sat 8am – 2pm

Service or Sales 1800 888 530

Mon-Fri 8am – 8pm and Sat 8am – 5pm

Compensation arrangements

As required by law, AGS has professional indemnity insurance arrangements in place to compensate its retail clients for loss suffered because of a breach by AGS, its staff or its authorised representatives of relevant obligations of AGS under Chapter 7 of the Corporations Act.

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