

Compare the Market Pty Ltd in partnership with Choosi Pty Ltd

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

About this Financial Services Guide

Issued: 15 December 2020

This Financial Services Guide ('FSG') applies to pet insurance products only.

When you compare or purchase pet insurance products on Compare the Market Pty Ltd's (ABN: 83 117 323 378) ('Compare the Market') website or through the call centre advertised on the website, those services are provided to you (and the pet-specific pages of the website are owned) by Compare the Market's trusted pet insurance partner, Choosi Pty Ltd (ABN: 15 147 630 886; AFSL 402397) ('us', 'our', 'we' or 'Choosi').

We are a related company of Greenstone Financial Services Pty Ltd (ABN: 53 128 692 884; AFSL 343079) ('GFS').

This FSG issued by us is an important document designed to help you make an informed decision on whether to use the financial services we provide in relation to the insurance products available for sale through us. Choosi provides the services outlined in this FSG on referral from Compare the Market.

You should retain this document along with the Policy Booklet which contains the Product Disclosure Statement ('PDS') of any product you decide to purchase in a secure place for future reference.

The aim of this FSG is to provide you with information on the financial services we may provide; how we are remunerated for these services; what to do if you have a complaint; and how we can be contacted.

Where required by law we will also provide you with access to the relevant Policy Booklet from the insurance provider. The Policy Booklet contains information about the benefits and significant characteristics of the relevant product and is aimed to assist you in making an informed decision whether to buy it or not. Before you acquire a product you should read the Policy Booklet carefully and use it to decide whether to purchase the product.

Financial services provided by us

We are an Australian Financial Services Licensee (no. 402397), authorised to deal in, and provide general advice, in relation to general and life insurance products.

We provide general advice only in the form of a comparison of a range of insurance products.

You can obtain quotes and information about a policy through our website or over the telephone. We will provide quotes and comparison services in relation to a range of pet insurance policies. The full list of policies that we provide this service for is available on our website.

When you apply for a quote or to purchase an insurance policy through us, we will give you information about the product and we will collect certain information from you in order for insurers to determine whether to provide you a quote.

Should you decide to purchase a policy we will be the arranger of your insurance and the relevant insurer will be the product issuer.

We do not act on your behalf in providing the above financial services.

Products available through us

We do not provide information on all products available in the market and there may be aspects to each product that we do not compare. We do not consider whether a product is appropriate to your personal objectives, financial situation or needs. Therefore you need to consider the appropriateness of any information given to you, having regard to your personal circumstances before buying an insurance product. You need to read the relevant Policy Booklet to determine if the product is right for you. If you require personal advice, you need to obtain the services of a suitably qualified adviser.

A full list of brands that we can provide information on, or access to, is listed on our website or is available upon request. We can arrange some products directly online or over the phone.

The products that can be arranged directly through us are limited to pet insurance for the following brands: Australian Seniors, Guardian Insurance, Guide Dogs Pet Insurance, Prime Pet Insurance, RSPCA Pet Insurance, and Real Insurance.

This list is correct at the date of issue of this FSG and is subject to change without notice. For an up-to-date list of products we can arrange directly, please refer to our website.

Relationships

We are also a related company of GFS, which is authorised by the relevant insurers to distribute each of the brands directly available through us. A full list of brands that we can arrange directly is outlined above in '**Products available through us**'. GFS receives commission income from the product issuer for the placement and ongoing administration of your policy.

We are a related company to The Hollard Insurance Company Pty Ltd (ABN: 78 090 584 473; AFSL: 241436) (HIC), which is the insurer of each pet insurance product directly available through us.

Remuneration

The relevant insurer, as issuer of the product, is paid the premium for an insurance policy if you purchase it. The commission we receive varies by the type of financial product sold and who the provider of the product is.

We are paid a commission when we arrange for you to purchase a policy through our website or through our call centre. If you purchase a **Product available through us**, the distributor, GFS, is paid an up-front commission directly from the product provider. GFS will then pay to Choosi up to 52% of the premiums to be received over the expected life of the policy.

Choosi will pay Compare the Market a fee of 25% of the first year's premium of the pet insurance product that you purchase.

In each case, the commission paid to us is part of the cost of the insurance policy and it does not affect the price that you pay.

All Choosi employees are paid on a salaried basis and some may receive bonus payments related to performance. No staff member at Choosi receives a direct financial or non-financial incentive from the insurers that we partner with.

How we look after your details

We collect personal information from you to provide the financial services outlined in this document. We may engage third party service providers to collect this information on our behalf. If you do not supply the requested information we may be unable to provide the requested financial service. In providing these financial services we may disclose your personal information to third parties including insurers, reinsurers, our advisers and other insurance service providers. We may also use your personal information to make you offers concerning other services from Choosi. You can opt out of this at any time by contacting us.

We are unlikely to send your personal information to any foreign jurisdiction, however, your insurer may and we therefore recommend that you take steps to review the Privacy Policies of any prospective insurer.

You can read more about how we collect, use and disclose your personal information in our Privacy Policy which is available on our website or you can request a copy. If you wish to gain access to your information (including correcting or updating it), have a complaint about a breach of your privacy or have any other query relating to privacy please call **1800 353 962** Monday to Friday, 8am – 8pm AEST.

How to make a complaint

If you are unhappy about any of your dealings with us we would ask you in the first instance to contact our Call Centre on **1800 353 962** and where possible we will aim to resolve your issue directly with you over the phone. If it is not possible to deal with the issue immediately we will either call you back or email you to try and resolve the issue. If you do not feel that your complaint has been dealt with satisfactorily you can write to our Dispute Resolution Manager, at:

Choosi
(on behalf of Compare the Market Pet Insurance)
PO Box 7186
Baulkham Hills NSW 2153

Your complaint will then be investigated by an officer with full authority to deal with this matter and you will receive the outcome of this investigation in writing.

In the unlikely event that your complaint is not resolved to your

satisfaction, or a final response has not been provided within 45 days, you may be eligible to refer your matter to the Australian Financial Complaints Authority (AFCA) providing your matter is within the scope of the AFCA Terms of Reference. AFCA is an independent dispute resolution service provided free of charge. You may contact AFCA at:

Australian Financial Complaints Authority

Mail: GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678

Website: afca.org.au

Email: info@afca.org.au

Compensation

As required by the Corporations Act 2001 we have Professional Indemnity Insurance in place, which will compensate our retail clients for loss suffered as a result of a breach by us of our relevant obligations under Chapter 7 of the Corporations Act. The insurance covers the activity and conduct of our employees, including any employees who are no longer employed with Choosi but were so at the time of the relevant conduct.

More information

You can obtain further information by visiting our website: **pet.comparethemarket.com.au**

Alternatively you can contact us for more information using any of the details below:

How you can contact us

If you would like any further information or to provide us with instructions:

Phone: 1800 353 962

(Lines are open 8am to 8pm Mon to Fri AEST)

Email: customerhelp@pet.comparethemarket.com.au

Mail: Choosi
(on behalf of Compare the Market Pet Insurance)
PO Box 6728
Baulkham Hills NSW 2153