



## Financial Services Guide ("FSG")

01 April 2019

## Introduction

This FSG contains important information about Edge Underwriting Pty Ltd ("Edge"). This FSG is designed to help You decide whether to use the services Edge provide, how they are remunerated and how any complaints You may have are dealt with.

If You decide to acquire insurance, You will be given a Product Disclosure Statement (PDS) before or at the time You acquire the insurance. The PDS is designed to assist You to make informed choices about Your insurance needs. It gives a summary of the benefits and risks associated with, including general information about, the insurance as well as a policy wording (which sets out the specific terms, conditions and exclusions of the cover provided).

Please keep this FSG along with Your policy documents in a safe place for future reference.

## About Edge

Edge is a duly authorised underwriting agency. Edge acts on behalf of, and as agent of the Insurer. Edge does not act on Your behalf.

## Services

Edge is authorised under its Australian Financial Services Licence (No. 407682) to carry on a financial services business to:

- (a) provide general financial product advice for the following classes of financial products:
    - (i) general insurance products; and
  - (b) deal in a financial product by:
    - (i) issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
      - (A) general insurance products;
    - (ii) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
      - (A) general insurance products;
- to retail and wholesale clients.

## Remuneration

Edge will receive a percentage of the gross premium (including taxes and charges) each time You buy a policy (including renewals) and for some variations. This does not increase the amount of premium paid by You. Edge retains all the commission it receives from the Insurer as well as any fee it may receive for policy issuing and administration or back office services.

Edge may also receive a profit share commission calculated as a percentage of the gross premium (including taxes and charges) from the Insurer based on the profit they earn on the portfolios underwritten by Edge on their behalf.

Edge may also charge You an administration fee when You first enter into a policy and on any variation, renewal or cancellation. This amount is payable in addition to Your premium. Edge's staff are paid a salary. They may receive bonuses or other incentives and rewards depending on their performance relating to certain specific business criteria.

## The General Insurance Code of Practice

Edge have entered into a Voluntary Code of Practice with the Insurance Council of Australia (ICA). The code commits us to uphold minimum standards when providing services covered by this code. The code applies differently to Retail Insurance and Wholesale Insurance.

1. Buying insurance (Retail only)
2. Standards for our Employees and Authorised Representatives
3. Standards for our Service Suppliers (Retail Only)
4. Claims (Retail Only)
5. Financial Hardship
6. Catastrophes (Retail Only)
7. Complaints & Disputes (Retail Only)
8. Financial Hardship Obligations

You can obtain further information or a copy of the Code from our branch or by going to the website at: <http://www.codeofpractice.com.au>

# Dispute Resolution

## What to do if you have a complaint?

### About Lloyd's

Lloyd's is the world's specialist insurance and reinsurance market, bringing together an outstanding concentration of underwriting expertise and talent.

In Australia, Lloyd's is proud to be a member of the Insurance Council of Australia. Lloyd's has adopted the General Insurance Code of Practice subject to certain specific qualifications. You can obtain a copy of the code at [www.codeofpractice.com.au](http://www.codeofpractice.com.au)

Our aim is to provide the highest service to our Australian policyholders and, to this end, we have developed the following procedures for the fair handling of complaints from Lloyd's policyholders.

### How can we help you?

There are established procedures for dealing with complaints and disputes regarding your policy or claim. Policyholders may be able to take advantage of the complaints service, as may third party motor vehicle claimants who are uninsured and where the amount in dispute is less than \$5,000.

#### Stage 1

Any enquiry or complaint relating to a Lloyd's policy or claim should be addressed to either your Lloyd's insurance intermediary ("the coverholder") or to the administrator handling your claim in the first instance – in most cases this will resolve your grievance.

They will respond to your complaint within 15 business days provided they have all necessary information and have completed any investigation required. Where further information, assessment or investigation is required, they will agree to reasonable alternative timeframes with you. You will also be kept informed of the progress of your complaint.

#### Stage 2

In the unlikely event that this does not resolve the matter or you are not satisfied with the way your complaint has been dealt with, you should contact:

**Lloyd's Australia Limited**  
**Level 9, 1 O'Connell St**  
**Sydney NSW 2000**  
**Telephone: (02) 8298 0783**  
**Facsimile: (02) 8298 0788 Email:**  
[idaustralia@lloyds.com](mailto:idaustralia@lloyds.com)

We will usually require the following information:

- Name, address and telephone number of the policyholder;
- Details of the policy concerned (policy and/or claim reference numbers, etc);
- Details of the insurance intermediary through whom the policy was obtained;
- Reasons why you are dissatisfied;
- Copies of any supporting documentation you believe may assist us in addressing your dispute appropriately.

## Dispute Resolution

Following receipt of your complaint, you will be advised whether your matter will be handled by Lloyd's Australia or the Lloyd's Complaints team in the UK, or what other avenues are available to you:

- Where your complaint is eligible for referral to the Australian Financial Complaints Authority (AFCA), your complaint will generally be reviewed by a person at Lloyd's Australia with appropriate authority to deal with your dispute.
- Where your complaint is not eligible for referral to AFCA, Lloyd's Australia will refer your complaint to the Lloyd's Complaints team in the UK if it falls within the jurisdiction of the UK Financial Ombudsman Service. They will review your complaint and liaise directly with you.
- For all other matters you will be advised of what other avenues may be available to you.

### **How long will the Stage 2 process take?**

Your complaint will be acknowledged in writing within 5 business days of receipt, and you will be kept informed of the progress of our review of your complaint at least every 10 business days.

The length of time required to resolve a particular dispute will depend on the individual issues raised, however in most cases you will receive a full written response to your complaint within 15 business days of receipt, provided we have received all necessary information and have completed any investigation required.

### **External Dispute Resolution**

If your complaint is not resolved in a manner satisfactory to you or we do not resolve your complaint within 45 calendar days of receiving it at Stage 1, you may refer the matter to AFCA as follows:

You may refer the matter to AFCA. AFCA can be contacted by post GPO Box 3, Melbourne VIC 3001, phone 1800 931 678 or email [info@afca.org.au](mailto:info@afca.org.au). More information can be found on their website [www.afca.org.au](http://www.afca.org.au)

AFCA are an independent body that operate nationally in Australia and aim to resolve disputes between you and your insurer.

AFCA provide fair and independent financial services complaint resolution that is free to consumers. Your dispute must be referred to AFCA within 2 years of the date of our final decision.

Determinations made by AFCA are binding upon us.

Customers not eligible for referral to AFCA, may be eligible for referral to the UK Financial Ombudsman Service. Such referral must occur within 6 months of the final decision by the Complaints team at Lloyd's.

Further details will be provided with their final decision to you.

### **How much will this procedure cost you?**

This service is free of charge to policyholders.

## Professional Indemnity Insurance

Edge has professional indemnity insurance in place which covers errors or mistakes made by Edge and their employees relating to their insurance services. This insurance meets the requirements of the Corporations Act and Edge's obligations under its Australian Financial Services Licence.

## Privacy

Edge are committed to protecting Your privacy. Edge's Privacy Policy can be accessed on its Web Site:

[www.edgeunderwriting.com.au](http://www.edgeunderwriting.com.au) or by writing to Edge at the address below.

## Contact Us

### Phone

Ph. +61 (8) 9420 7900

### Email

[info@edgeunderwriting.com.au](mailto:info@edgeunderwriting.com.au)

### Postal

19 Howard Street  
PERTH WA 6000



Edge Underwriting Pty Ltd  
19 Howard Street  
PERTH WA 6000

ABN 50 150 700 468 AFS licence No. 407682