

ING Insurance

Issued 8 August 2024

What's an FSG?

Good question. An FSG is short for a Financial Services Guide. Basically, it gives you important information about a particular financial product or service. While ING offers many financial products and services this FSG is about general insurance.

This FSG is provided by ING Bank (Australia) Limited ABN 24 000 893 292 (AR number 1247634) (**ING**), which is a member of the ING Group of companies, Auto & General Services Pty Ltd ACN 003 617 909 (**AGS**) and Telesure Group Services (Proprietary) Limited, Registration Number 1998/010167/07 (AR Number 1299513) (**TGS**). ING's distribution of this FSG has been authorised by AGS and Auto & General Insurance Company Limited (AFSL 285571) (**Insurer**). TGS' distribution of this FSG has been authorised by AGS and the Insurer. In this FSG, "we, our, us" can mean ING, AGS, TGS and the Insurer, separately and/or various entities jointly, depending on the service provided.

Any advice given is general in nature and does not take into account your objectives, financial situation or needs.

So, why should you read this FSG?

It gives you important information to help you decide whether you wish to buy the following ING general insurance products including Home and/or Contents Insurance, Car Insurance, Travel Insurance, Motorcycle Insurance and Pet Insurance (**ING Insurance Products**).

It explains:

- the services and products we're authorised to provide to you;
- how we are remunerated;
- potential conflicts of interest we may have; and
- our internal and external dispute resolution procedures and how you can access them.

Before purchasing an ING Insurance Product, you will be given the relevant Product Disclosure Statement (**PDS**) for you to read and consider. The PDS contains information about the product to help you make an informed decision about whether or not to buy the product.

Parts of this FSG that refer to Section A relate to all ING Insurance Products (other than ING Pet Insurance) and Section B relate only to the ING Pet Insurance product. All other sections of this FSG apply to all ING Insurance Products.

What are our services, authorisations and relationships?

ING Insurance Products are underwritten and issued by the Insurer. The Insurer is licensed to carry on a general insurance business in Australia including the underwriting of general insurance products.

Section A - this section applies to all ING Insurance Products (other than ING Pet Insurance):

1. ING acts as an Authorised Representative of AGS under a written agreement. ING can provide you with factual information and general financial product advice about and arrange for the issue of ING Insurance products other than Pet Insurance, being the Home and/or Contents, Car, Travel, and Motorcycle Insurance products, as an Authorised Representative of AGS. When ING arranges for the issue of your insurance, it acts on behalf of AGS and not on your behalf. AGS is responsible for the conduct of ING under the agreement.

2. AGS is an Australian Financial Services Licensee (AFSL 241411), and is licensed to deal in, provide general financial product advice, and provide a claims handling and settling service, to retail clients in relation to general insurance products. AGS acts under a binder agreement with the Insurer. AGS is authorised by the Insurer under the binder agreement to enter into insurance policies for the Home and/or Contents, Car, Travel and Motorcycle Insurance products, and to vary, amend, or cancel insurance, and administer claims. AGS acts on behalf of the Insurer when providing these services and not on your behalf.
3. TGS is an Authorised Representative of AGS under a written agreement. TGS acts for and on behalf of AGS. TGS is authorised to provide the same financial services for the same products AGS provides in relation to the ING Insurance products (other than Pet Insurance).

Section B - this section applies to the ING Pet Insurance product only:

1. ING acts as an Authorised Representative of the Insurer under a written agreement. ING can provide you with factual information and general financial product advice about and arrange for the issue of the Pet Insurance product as an Authorised Representative of the Insurer. When ING arranges for the issue of your insurance, it acts on behalf of the Insurer and not on your behalf. The Insurer is responsible for the conduct of ING under the agreement.
2. Pet Health Insurance Services Pty Ltd ACN 638 910 675 (**PHIS**) acts as Authorised Representative of the Insurer under a written agreement (AR Number 1282153). PHIS can provide factual information and general financial product advice, arrange for the issue of Pet Insurance products and provide a claims handling and settling service, to retail clients as Authorised Representative of the Insurer. PHIS also acts under a binder agreement with the Insurer. PHIS is authorised to enter into Pet Insurance policies, and to vary, amend or cancel Pet Insurance, and administer Pet Insurance claims. When providing these services, PHIS acts on behalf of the Insurer and not on your behalf. The Insurer is responsible for the conduct of PHIS under the binder agreement.

The Insurer, AGS and PHIS are related companies.

How are we paid?

When you purchase a general insurance product the Insurer receives the premium for the product.

Section A - With respect to ING Insurance Products (other than ING Pet Insurance):

1. ING and AGS are entitled to a commission calculated as a percentage of the premium you pay (excluding taxes and charges for these insurance products). All commissions are included in the cost of these insurance products.
2. AGS receives a commission of up to 23% of the premium (excluding taxes and charges) from the Insurer whenever a policy for one of these insurance products is issued to a customer introduced to it by ING. AGS also receives additional commission to pay ING.
3. ING receive a commission from AGS when they arrange for you to buy one of these insurance products and when your insurance is renewed. The commission varies depending upon the product, but is up to 30% of the premium (excluding taxes and charges).
4. AGS remunerates TGS by covering their administrative costs which are attributable to the services they provide (including the processing of claims) plus, in some cases, a 20% mark-up over these costs. These costs are not charged directly to you.
5. AGS and TGS sales staff are paid a salary and may receive bonuses.

Section B - With respect to ING Pet Insurance product:

1. ING is entitled to a commission calculated as a percentage of the premium you pay (excluding taxes and charges for the Pet Insurance product). All commissions are included in the cost of the Pet Insurance product.
2. ING receive a commission from the Insurer when they arrange for you to buy the Pet Insurance product and when your insurance is renewed. The commission is up to 25% of the premium (excluding taxes and charges).



3. The Insurer remunerates PHIS by covering PHIS's administrative costs which are attributable to the arranging of and dealing in the Pet Insurance products (including the processing of any claims) and costs associated with the maintenance and setting up of PHIS. The Insurer also pays PHIS an amount equal to 10% of these costs.
4. PHIS staff are paid a salary and may receive bonuses based on performance.

More information

If you would like more information about the remuneration that we and others receive, you may request further details by contacting us within a reasonable time after receiving this FSG and before any financial service is provided to you.

Other fees that may be charged

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

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

How do we safeguard customer information?

Your privacy is important to us and we are committed to protecting your privacy. We collect information about you (and where applicable, persons acting on your behalf) to manage the client relationship we have with you, to offer you other products and services we think you may be interested in and to comply with our legal obligations. We aim to ensure that the personal information we retain about you is accurate, complete and up to date. All personal information is dealt with in accordance with the Privacy Policy for the relevant ING Insurance Product. The Privacy Policy details how we comply with the *Privacy Act 1988* (Cth) in the handling of your personal information. If you would like a copy of the relevant Privacy Policy, please contact us using our Contact Details below. Telephone conversations to our contact centres may be recorded for monitoring training and quality control purposes, and as a record of advice given or agreements entered into.

What should you do if you have a complaint?

We want to resolve any complaint about the services provided by us as quickly as possible. To make a complaint you can contact the appropriate department on the details shown on your Insurance Certificate or if you haven't yet purchased insurance, speak to your sales representative, or call us on 1800 456 406, Monday - Friday 8:00am - 10:30pm AEST, Sat 8:00am - 5:00pm AEST.

We will try to resolve your complaint. If we can't agree, we'll send your complaint for review and escalate it to the Customer Disputes Resolution team who will work with you to try and resolve your complaint.

We aim to resolve complaints within 30 days. If we are unable to finalise your complaint within this time, we will let you know the reasons for the delay and provide contact details for the external dispute resolution scheme run by the Australian Financial Complaints Authority (AFCA).

If you are dissatisfied with our final decision, you can also contact AFCA directly:

- call 1800 931 678 (free call);
- go to www.afca.org.au; or
- email info@afca.org.au; or
- write to AFCA, GPO Box 3, Melbourne VIC 3001.



How can you contact us?

If you want to provide instructions or request information in relation to an ING Insurance Product you can do so by contacting us on the contact details set out below.

Auto & General Services Pty Ltd

ACN: 003 617 909

AFS Licence No: 241411

PO Box 342, Toowong QLD 4066

Ph: (07) 3377 8801

Fax: (07) 3377 8822

Telesure Group Services (Proprietary) Limited

Reg no: 1998/010167/07

AR No: 1299513

PO Box 342, Toowong QLD 4066

Ph: (07) 3377 8801

Fax: (07) 3377 8822

Auto & General Insurance Company Limited

ACN: 111 586 353

AFS Licence No: 285571

PO Box 342, Toowong QLD 4066

Ph: (07) 3377 8801

Fax: (07) 3377 8822

ING Bank (Australia) Limited

ABN: 24 000 893 292

AR No: 1247634

Reply Paid 4307, Sydney NSW 2001

Ph: 133 464

Compensation arrangements

AGS and the Insurer have professional indemnity insurance arrangements in place to cover retail clients for losses suffered because of breaches of financial services laws, negligence, and other misconduct. Subject to the terms of the insurance these arrangements cover claims in relation to conduct of employees/representatives of AGS and The Insurer even after they have ceased employment. These arrangements comply with the requirements of section 912B of the *Corporations Act 2001* (Cth).

Date prepared

This FSG was prepared on 8 August 2024 and its distribution has been authorised by Auto & General Services Pty Ltd (ACN 003 617 909) and Auto & General Insurance Company Limited (AFSL 285571).

The Insurer is a signatory to the General Insurance Code of Practice (Code). The Code commits the Insurer to, among other things, provide a high standard of customer service and a fair and effective complaints process. General insurers' compliance with the Code is monitored and enforced by an independent body called the Code Governance Committee (CGC).

