



FINANCIAL SERVICES GUIDE

iSelect General Pty Ltd

Version 3.0

Issue Date: 10th November 2011

Purpose of this Financial Services Guide?

This Financial Services Guide ("FSG") is issued by iSelect General Pty Ltd ("us", "we", "our") ABN: 90 131 798 126, AFSL 334115.

The purpose of this FSG is to help you decide whether to use our financial services. It informs you, our valued customer, of certain basic information that relates to: our relationships; how we are remunerated; how we remunerate our staff; the type of services we offer; and our complaints handling processes.

We may also provide you with a Product Disclosure Statement ("PDS") that describes certain products you may wish to purchase. A PDS will usually be provided when we recommend a product to you. You should read it before making any decision in relation to that product.

Relationships

iSelect General Pty Ltd is a wholly owned subsidiary of iSelect Ltd.

What Financial Services do we Offer?

iSelect General Pty Ltd is licensed by ASIC to deal in, and provide general advice and personal advice on, general insurance products including car insurance and travel insurance.

We deal in, and provide advice on, car insurance and travel insurance products from those insurers we have an agreement with (our "Panel of Insurers").

When we provide general advice, we do not take into account your financial situation, objectives or needs. Before acting on our advice, you should consider whether it is appropriate, in light of these factors.

If we provide personal advice, it is limited in scope to recommending (an) appropriate product(s) available from our Panel of Insurers, and it is based solely on the information you provide us. We do not consider whether general insurance products are appropriate to you. Our personal advice does not include whether particular features of the policies are right for you.

If you provide us with information that is incomplete or inaccurate, then any personal advice we provide will be based on this information. In this situation, you must consider whether the advice is appropriate, having regard to your relevant personal circumstances.

You can provide instructions to us by contacting us by phone or online – see over for details.

How do we Provide Our Services?

We act as an intermediary offering you financial product advice in relation to general insurance products from our Panel of Insurers. If you choose to apply for, or vary, a general insurance product using our service, we will act on behalf of the relevant insurer in arranging that policy for you.

How do we Remunerate Our Staff?

Our staff are paid a salary and may receive bonuses, which are based on a number of factors including:

- performance against sales targets;
- compliance; and
- customer service excellence.

How is iSelect Remunerated?

We receive commissions (and, in some cases, a marketing services fee) from the insurers on our Panel of Insurers. If we provide personal advice and are able to give you more information about remuneration, we will do this as soon as practicable after the advice is provided.

For car insurance products, our commission is calculated on the first year's premium and is up to 54% of that (gross) premium. In some cases, we also receive an ongoing trail commission of up to 19% of the (gross) renewal premium for each year you renew your insurance. For some car insurance products, we also receive a once-off marketing service fee of up to \$104 per policy sold. This fee is paid by the insurer and is not an additional cost to you.

For travel insurance products, our commission is calculated on the total premium and is up to 46% of that (gross) premium.

How can I Complain About the Services Provided?

We have developed a complaints process for you to follow in the event you wish to lodge a complaint in relation to the services you received from us.

Step 1: Please call our Call Centre on 13 19 20 and we will discuss the issue and if possible resolve it immediately. If immediate resolution is not possible, we will consider your complaint further and respond to you with our findings within 15 Business Days.

Step 2: If you are not satisfied with our proposed solution, you may request that the matter be escalated to the General Manager.



If you have any queries in relation to our complaints handling process, please contact our Senior Compliance Manager as follows:

Telephone 13 19 20
Fax: 1300 735 322
Email: info@iselect.com.au
In writing: iSelect General Pty Ltd
PO Box 2021
Moorabbin VIC 3189
Website: www.iselect.com.au

Step 3: iSelect General Pty Ltd is a member of the Financial Ombudsman Service ("FOS").

FOS can be contacted on:

Telephone 1300 780 808
Fax: (03) 9613 6399
Email: info@fos.org.au
In writing: Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
Website: www.fos.org.au

If you contact FOS you will not be charged any fee.

Professional Indemnity Insurance

We have professional indemnity insurance in place to cover us for the financial services we and our representatives provide. We understand it is adequate to meet our requirements as a financial services licensee. The policy includes coverage for claims in relation to the conduct of representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

How can we be Contacted?

Telephone: 13 19 20
Fax: 1300 735 322
Email: info@iselect.com.au
In Writing: iSelect General Pty Ltd
PO Box 2021
Moorabbin VIC 3189
Website: www.iselect.com.au