



# Financial Services Guide

Version 3, 25 July 2023

This document is the Financial Services Guide (FSG) for Australian Group Insurances Pty Ltd (AGI), ABN 97 140 572 434, AFSL No 379565.

## Important Information about the Services We Provide

This Financial Services Guide (FSG) is provided to policyholders by AGI to assist you in making an informed decision about using our insurance administration services. Please read this document carefully before engaging with us. If you have any questions or require further clarification, please contact our customer service team.

It contains important information about:

- How to contact us
- Insurance services we offer
- Product disclosures
- Our business relationships
- How we are paid
- How complaints against AGI are dealt with

## About AGI

Australian Group Insurances Pty Ltd (AGI) is a third-party administration company specialising in providing administration and support services to the life and general insurance industries.

Level 3, 309 Pitt Street  
Sydney NSW 2000  
[www.agigroup.com.au](http://www.agigroup.com.au)

Phone: +61 2 9190 2500  
Email: [services@agigroup.com.au](mailto:services@agigroup.com.au)

We act as a service provider and do not provide personal financial advice or offer life insurance products directly to policyholders. Our services include group policy administration, claims handling, premium collection, data management, and related administrative functions on behalf of insurance companies and brokers we act for.

AGI also provides other financial services that are not covered by this FSG. If you are interested in these services, you will receive a Financial Services Guide when we are required to provide you with one.

## Our Role

We are authorised under our Australian Financial Services Licence to provide general financial product advice on, and deal in, insurance products including life and general insurance.

Our role is to assist insurance companies and brokers by performing various administrative functions related to their policies and claims. We are not responsible for making decisions about policy coverage, underwriting, or claims settlements. We work diligently to ensure efficient processing and accurate record-keeping, but we do not provide personal advice or recommendations regarding insurance products.

## Product Disclosure Statements

For any insurance product we discuss with you, a corresponding Insurance Product Disclosure Statement will be provided to you along with this FSG. A Product Disclosure Statement will contain information about the particular product, including its terms and conditions, and details of fees and charges which may apply.

## **Our business relationships and associations**

AGI has commercial arrangements with insurers, brokers and other third parties in relation to administration services we provide.

When providing these services we act for the relevant insurer and/or broker.

Any claims payable under any Insurance policies administered by AGI are solely payable by the relevant insurer.

## **How can policyholders give us information?**

Policyholders can provide information relevant to policy administration through our website or by telephone, letter and email (using the contact details set out on the first page of this FSG) or other means as agreed. Generally, you will need to provide to us the information as described in the relevant Product Disclosure Statement.

## **Remuneration**

As a third-party administration company, we are remunerated through fees and charges agreed upon with the insurance companies and brokers we serve. These fees may include administration fees, policy fees, or other charges for the services provided.

AGI and its employees do not receive any commissions or incentives from insurers based on the sale or distribution of insurance products. We do not charge policyholders fees when we provide any general financial product advice to you.

AGI employees receive salaries, bonuses and other benefits from us. Bonuses and other benefits are discretionary and are based on achievement of pre-determined objectives.

## **Compensation arrangements**

AGI has a professional indemnity insurance policy in place which covers us and our staff for claims made against us and our staff as a result of our conduct in the provision of financial services. Our professional indemnity policy also covers us for claims relating to the conduct of staff who no longer work for us.

## **Conflicts of Interest**

While we strive to act in the best interests of the companies we work with, conflicts of interest may arise in certain situations. We have implemented policies and procedures to identify and manage any potential conflicts. Our priority is to ensure that any conflicts are resolved fairly and do not compromise the quality of our services or the interests of our clients.

## **Complaints and Dispute Resolution**

We value feedback from policyholders and are committed to resolving any concerns or complaints promptly and fairly. We are current members of the Australian Financial Complaints Authority (AFCA), and we have in place an internal dispute process. If you have a complaint, you should contact the Complaints Officer at our office to explain the complaint and we will attempt to satisfy your complaint within 30 calendar days. If we are unable to satisfy your complaint within the time you may wish to take your complaint to the AFCA. This service is at no cost to clients.

### **Australian Financial Complaints Authority**

Postal: GPO Box 3, Melbourne, VIC 3001  
[www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)  
Telephone: 1800 931 678

You may also contact ASIC on 1300 300 630 to complain or obtain information on your rights.

## **Privacy and Confidentiality**

Protecting your personal information is important to us. We have implemented robust security measures to ensure the confidentiality and integrity of the information we handle. We comply with all applicable privacy laws and regulations and have a privacy policy in place that outlines how we collect, use, and disclose personal information. You can request a copy of our privacy policy at any time.

For organisations, we may disclose your confidential information, and the personal or confidential information of your customers or employees you provide to us, to insurers and brokers for whom we provide group administration services.

## Duty of Disclosure

Before entering into a contract of insurance, you, as the insured, have a duty under the Insurance Contracts Act 1984 (Cth), to disclose to the insurer every matter that you know, or could reasonably be expected to know is relevant to the insurers decision to insure you and on what terms. This duty applies from proposal and application stage until the application is accepted. This duty also extends to the time before you renew, extend, vary or reinstate this contract of insurance.

You are not required to disclose any information:

- that diminishes the risk.
- that is of common knowledge.
- that the insurer knows or, as an insurer, ought to know; or
- as to which compliance with the [duty of disclosure](#) is waived by the insurer.

If you fail to comply with your duty of disclosure the insurer may cancel your contract or reduce the sum insured if you make a claim, or both. If your failure to disclose is fraudulent, the insurer may refuse to pay a claim and further void the policy from inception.

## Additional Information

This FSG provides a general overview of our services and how we operate. If you require more specific information or have any questions, please contact our customer service team, and we will be happy to assist you.

For further information, please contact [AGI](#).