



# Personal Insurance Financial Services Guide

Who we are  
and what  
we do



This Financial Services Guide (FSG) is designed to provide you with information about the financial services which Catholic Church Insurance Limited ABN 76 000 005 210, AFS Licence No. 235415 (CCI) is able to provide to you in relation to the general insurance products underwritten by Allianz Australia Insurance Limited ABN 15 000 122 850, AFS Licence No. 234708 (Allianz).

This FSG contains information about:

- ◆ How we can be contacted
- ◆ What services we provide, who do we act for and who is responsible for the service we provide
- ◆ Any remuneration that may be paid to CCI
- ◆ Details of any potential conflicts of interest, and
- ◆ Details of our internal dispute resolution procedures and how you can access them

Before you decide to acquire any insurance product it is important that you read and understand the relevant Product Disclosure Statement (PDS).

The PDS contains information about the product and the cover offered.

**This FSG was prepared on 31st October 2018.**

## What services are we authorised to provide, who do we act for and who is responsible for the service we provide

CCI is the holder of an Australian Financial Services Licence (AFSL No. 235415) which authorises it to issue, deal and advise in general insurance products.

Any financial service provided by CCI is provided under its own Australian Financial Services Licence (AFSL) and not as the agent of another AFSL holder. CCI is therefore responsible for any financial service it provides to you.

## What financial services will CCI provide?

CCI has entered into an agreement to promote the following personal insurance products underwritten by Allianz:

- ◆ Home and contents
- ◆ Motor
- ◆ Landlords
- ◆ Personal accident
- ◆ Caravan and trailer
- ◆ Travel insurance

In arranging these products we may also provide you with general financial product advice, but we will not provide you with personal financial product advice or provide you with a statement of advice.

## How we are remunerated

We will not charge you anything for arranging insurance with Allianz or any general advice which we may provide when arranging this insurance.

CCI receives a commission that is a percentage of the premium for each policy it arranges with Allianz. This commission ranges from 10-30% of the premium for personal insurance products.

## Do any relationships or associations exist which might influence you in providing me with the financial services?

The services covered by this FSG are only provided for products underwritten by Allianz. We cannot assist you with similar products underwritten by any other insurer.



## **Catholic Church Insurance Limited**

ABN 76 000 005 210

AFSL No. 235415

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**Facsimile:** 03 9934 3464

[www.catholicinsurance.org.au](http://www.catholicinsurance.org.au)

### **If you have a complaint**

If you have a complaint about the service we provide to you, please contact us on 03 9934 3000 or write to us at PO Box 180 Melbourne Vic 3001.

We will try and resolve your complaint quickly and fairly. If you are not satisfied with our response, you may refer your complaint to our Internal Disputes Resolution Committee, and if you are still not satisfied you can refer your complaint to the Australian Financial Complaints Authority:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001 (Australia)

Phone: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: [www.afca.org.au](http://www.afca.org.au)