



Financial Services Guide

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sportscover.com

About This Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to help you to make an informed decision on whether to use the financial services we can provide to you. It contains information on:

- Who we are and how we can be contacted;
- The services we offer to you;
- Other disclosure documents you may also receive;
- How we and other relevant persons are remunerated; and
- How complaints are dealt with

Other Disclosure Documents You May Also Receive

Where required, you will also be given a Product Disclosure Statement (PDS) before or at the time you acquire any product as a retail client. The PDS contains information on the relevant risks, benefits and significant characteristics of the product and is designed to assist you in making an informed decision about whether to buy the product or not. It may be a combined PDS and Policy Wording document.

About Sportscover Australia Pty Ltd

Sportscover Australia Pty Ltd

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ABN: 43 006 637 903
AFS Licence Number: 230914
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Telephone: (03) 8562 9100
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Sportscover Australia Pty Ltd (Sportscover) is an Australian Financial Services Licensee authorised to carry on a financial services business to provide financial product advice for general insurance products; and deal in a financial product by issuing, applying for, acquiring, varying or disposing of a financial product in respect of general insurance products; and applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of general insurance products to wholesale and retail clients.

Sportscover Australia acts under a binder from certain Underwriters at Lloyd's

How We Provide The Services

Sportscover primarily focuses in the provision of financial services in the form of general insurance products offered to retail and wholesale clients. We deal in a financial product in respect of the general insurance products that we offer under a binder from certain Underwriters at Lloyd's.

If we are acting on behalf of another issuer, this will be stated in the Product Disclosure Statement for that product. If we have a binding authority from them this means we act on their behalf.

Sportscover Australia does not provide personal advice and will only issue policies through a General Insurance Broker who will act on your behalf and provide you with Financial Product Advice necessary to consider your General Insurance options. We **do not** act on your behalf.

In dealing with the relevant product, we will collect information about you through your nominated broker to be able to issue it and manage your and our rights and obligations under it. We will also give your broker or you factual information about the product to help you decide whether to buy it. This will generally be in the form of a Product Disclosure Statement (PDS) attached to your General Insurance Product Policy Terms and Conditions.

In some cases we may also make a general recommendation or give an opinion about the product to wholesale clients only. Please note that any general advice will be provided without taking account of your objectives, financial situation or needs and will be accompanied by a General Advice Warning, advising you of this.

In providing a general advice service we cannot advise you whether the insurance product or an option within it, is appropriate for you specifically. This will need to be discussed with your nominated General Insurance Broker.

As a result, you need to consider the appropriateness of any information we or your nominated broker give you, having regard to your objectives, financial situation and needs, before acting on it.

You should obtain and read the relevant policy documentation, including the Product Disclosure Statement relating to the product, to determine if the product is suitable for you before making any decision about whether or not to acquire the product.

How We Are Paid For Our Services

Payment for the services we provide

As the issuer of any insurance policy, we will charge you an agreed premium for that product based on a number of factors including your risk profile and circumstances (plus relevant taxes and charges) which we will calculate and provide your nominated broker with before you buy the product. The premium may be paid annually or in instalments in certain cases.

Remuneration of our staff

All Sportscover employees are paid an annual salary which can be based on performance against sales targets and/or include an annual bonus payment based on a number of factors including sales targets and other performance criteria.

Information on our associations with third parties and benefits

Sportscover Accredited Brokers

All General Insurance Brokers who distribute our products must be accredited with us before distributing or advising on our products.

Sportscover Accredited Brokers may also receive from us other non-monetary benefits such as attendance at business related conferences, study trips, other functions, gifts or vouchers.

Referral to Sportscover by third parties

In certain cases we may have a relationship with a third party who we may pay for referring you to us. We may pay them between 0% and 45% commission or an agreed referral fee which can vary depending on the referrer and the insurance product you purchase.

We also pay a commission between 0% and 1.5% to some insurance broker groups based on the volume of premiums paid in respect of some insurance products.

Typically, these parties will themselves bear certain costs, such as marketing, postage, telephone, printing and call centre costs.

The referral fees are normally payable to referrers on a monthly or quarterly basis, in arrears.

If you need further explanation please ask us.

Other Disclosure Documents You May Also Receive

Where required you will be given a Product Disclosure Statement (PDS) before or at the time you acquire any product as a retail client or where you are deemed to be a retail client due to the product acquired.

The PDS contains information on the relevant risks, benefits and significant characteristics of the product and is designed to assist you in making an informed decision about whether to buy the product or not. It may be more than one document or it may be a combined document (PDS and Policy Wording).

General Advice Warning

If we only provide you with general advice for any type of insurance product, that is, advice which does not take into account your objectives, financial situation or needs, we will give you a general advice warning at the time.

As Sportscover Australia does not provide Personal Advice to retail or wholesale clients, any personal Advice provided will come from your nominated Financial Service Provider and will be accompanied by a Statement of Advice. The SoA will contain their advice, the basis on which their advice is given and the information about the remuneration, fees, commissions, other benefits and any association and relationships that may have influenced the giving of the advice. You should consult the FSG of your nominated Financial Service Provider.

Your Privacy

We are bound by the *Privacy Act* 1988 (Cth) and the Australian Privacy Principles (APP) contained in the Privacy Amendment (Enhancing Privacy Sector) Act 2012 (Cth). We are committed to safeguarding your privacy and the confidentiality of your personal information. We will only collect personal information from or about you, which is relevant to your insurance policy, including claims made by you and use it in a way that you would reasonably expect. Without this personal information, we may not be able to issue insurance cover or process your claim. We limit the release of personal information and will obtain your consent to do so. We will share information only when necessary to administer our own insurance contracts and when required by law.

We maintain strong security controls to ensure that the personal information in our files and computers is protected.

The Sportscover (Australia) Privacy Policy detailing our handling of personal information is available on request or a condensed version can be found on our Website www.sportscover.com. You may request access to information held by us about you, by contacting us on the above telephone number or email our Privacy Officer - privacy@sportscover.com.

What To Do If You Have A Complaint

Sportscover Australia are members of the Financial Ombudsman Service and proud subscribers to the General Insurance Council of Australia's Code of Practice.

We will do everything possible to provide a high quality service to you. However, we recognise that occasionally there may be some aspect of our service or a decision we have made that you wish to question or draw to our attention.

If you have a complaint please contact us on 03 8562 9100 or by e-mail at complaints@sportscover.com or at idr@sportscover.com . We will attempt to resolve your complaint in a timely manner and refer the matter to our internal dispute resolution process if it is unresolved. Further information about our dispute resolution process is available at www.sportscover.com under Complaints.

If you are not satisfied with our internal review of your complaint, or You are not satisfied with the way a complaint has been dealt with, You may contact Lloyd's Australia at:

Lloyd's Underwriters' General Representative in Australia

Suite 2, Level 21
Angel Place
123 Pitt Street
Sydney NSW 2000
Telephone Number: (02) 9223 1433
Facsimile Number: (02) 9223 1466
Email: ldraustralia@lloyds.com

and you may also contact the **Financial Ombudsman Service (FOS)** at:

Postal address	Financial Ombudsman Service Limited GPO Box 3 Melbourne VIC 3001 (Australia)
Hours	9am - 5pm Melbourne time weekdays
Telephone	1300 78 08 08 03 9613 7366
Fax	03 9613 6399
Email:	info@fos.org.au
Website:	www.fos.org.au

For other disputes you will be referred to other proceedings for resolution. Details are available from Lloyd's Underwriters' General Representative in Australia at the address above.

In addition, the Underwriters accepting the Insurance agree that:

- I.** if a dispute arises under the Insurance, the Insurance will be subject to Australian law and practice and the Underwriters will submit to the jurisdiction of any competent Court in the Commonwealth of Australia;
- II.** any summons notice or process to be served upon the Underwriters may be served upon:
- III.** Lloyd's Underwriters' General Representative in Australia
Suite 2,
Level 21 Angel Place 123 Pitt Street
Sydney NSW 2000
who has authority to accept service and to appear on the Underwriters' behalf;

if a suit is instituted against any of the Underwriters, all Underwriters participating in the Insurance will abide by the final decision of such Court or any competent Appellate Court.

Compensation – Professional Indemnity Insurance Policy

We hold Professional Indemnity Insurance Policy which covers claims for the conduct of employees who no longer work for us. The Professional Indemnity Policy that we hold is compliant with section 912B of the *Corporations Act 2001* (Cth).

How To Contact Us

If you would like to obtain further information or if you have any queries about the financial products and services we are authorized to provide, please contact us on 03 8562 9100 or by e-mail at info@sportscover.com.

SPORTSCOVER™

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