

Financial Services Guide

This Financial Services Guide
is dated 30th April 2004



ABN 72 532 995 678

Our Financial Services Guide

This Financial Services Guide ('FSG') is an important document provided by the Territory Insurance Office ABN 72 532 995 678 ('TIO', 'we' or 'us'). The purpose of this FSG is to provide you with information about TIO to help you decide whether to use any of our financial products and services.

This FSG includes information about things such as:

- who we are and how we can be contacted,
- other disclosure documents you may receive,
- the financial products and services we offer,
- what payment and benefits TIO or related persons may receive for these products and services, and
- our internal and external complaints handling procedures and how you can access them.

You will typically receive an FSG before TIO provides you with financial product advice or sells you a financial product.

→ Other important documents you may receive

In addition to this FSG, you may receive either or both of the following documents:

Statement of Advice ('SoA')

If we provide you with personal advice you will also receive a SoA. Personal advice includes advice that takes into account one or more of your objectives, financial situation and needs. The SoA is a record of the personal advice we give you as well as the information that advice was based on. The SoA will also include information about fees and commissions and any associations that may influence the advice given.

Product Disclosure Statement ('PDS')

We will also provide you with a PDS if we issue or offer to issue you with a product, or give you personal advice about the product.

A PDS is designed to assist you in making an informed decision about whether to obtain a particular financial product and contains general information about the financial product such as:

- terms and conditions,
- risks and benefits of the product,
- information about the cost of the product, and
- information about fees and charges we may receive for issuing the product.

→ **Contacting TIO**

- Telephone: **8946 2222**
- Fax (insurance): **8946 2472**
- Fax (finance) **8941 2969**
- Email: **finance@tiofi.com.au**
(finance products)
sales@tiofi.com.au
(insurance products)
- Visit our website:
www.tiofi.com.au
- Mail: **GPO Box 770,**
Darwin, NT, 0801
- Visit us in person at any of our
Customer Service Centres

→ **Providing instructions to TIO**

You can contact TIO using the contact details set out above. Some products and services may require written confirmation and require the return of certain documents and certain forms to be completed. Any dealings with us by the internet will be governed by our terms and conditions listed under "Terms of Use" at www.tiofi.com.au.

→ **We comply with the obligations of the Corporations Act**

The Corporations Act requires financial service providers to have an Australian Financial Services Licence. TIO is excluded from the requirement to hold a licence as we are a statutory authority of the Northern Territory Government. However, in the interest of protecting our customers we have chosen to comply with the financial services obligations of the Corporations Act.

→ **Financial Products and Services we provide**

TIO deals in and provides advice and services in relation to the following products:

General Insurance Products such as:

- Home
- Contents
- Motor Vehicle
- Boat
- Sickness and Accident

Basic Deposit Products such as:

- Savings Accounts
- Term Investments

Non-Cash Payment Facilities such as:

- Cue Card
- BPay
- Direct Debits
- Direct Credits
- Internet Banking
- Phone Banking
- Periodical Payments
- Client Cheque facility

Consumer Credit Insurance Products such as:

- Consumer Credit – Loan Repayment
- Mortgage Repayment
- Continuing Credit

Financial Planning Services

- Superannuation
- Investments
- Life Insurance products
- Personal advice

→ **Who does TIO act for when providing Financial Products and Services to you?**

Unless otherwise stated, TIO acts on its own behalf at all times when providing financial products and services referred to in this FSG.

In respect to Financial Planning Services, including Superannuation, Investment and Life Insurance products and personal advice, TIO acts on behalf of Financial Wisdom Limited, AFSL No. 231138, ABN 70 006 646 108. These products are arranged through our Wealth Management Centre.

In respect to Consumer Credit Insurance products, TIO acts on behalf of Swann Insurance (Aust) Pty Ltd, AFSL 238292, ABN 80 000 886.

→ **Payment and benefits TIO may receive**

Premiums, fees and charges

You pay us premiums or fees for the products that we provide to you. The basis of how these premiums or fees are determined can be found in the Product Disclosure Statement ('PDS') for the relevant product.

TIO may charge you fees when you carry out transactions on a deposit account or when you use our non-cash payment facilities. Full details of the fees, including ways in which you can minimise or in some situations avoid paying fees, are provided in the PDS for the relevant products. We also have fees and charges brochures that are available:

- by contacting TIO on 8946 2222
- from any TIO Customer Service Centre or
- by visiting www.tiofi.com.au.

Commission

TIO may receive a commission where we issue a product on behalf of another product issuer, as follows:

- Financial Planning services – TIO may receive a commission from Financial Wisdom Limited for the sale of these products. Details of commissions are outlined in a separate FSG provided by Financial Wisdom Limited.
- Consumer Credit Insurance products - TIO receives a commission from Swann Insurance (Aust) Pty Ltd of up to 20% of the annual premium for each policy sold.
- BPay – TIO receives a commission on BPay transactions of \$0.48 for each transaction. This commission is received from the billing institution.

→ **Payment received by our staff members**

TIO staff members receive a salary, which is calculated by taking into account their role, responsibilities and experience. They do not receive commission for the sale of TIO's own products.

Staff members may be entitled to receive additional monetary or non-monetary benefits provided agreed levels of customer service are achieved. Monetary benefits may include an annual bonus, the level of which may depend on the overall performance of TIO. Non-monetary benefits may include movie tickets, shopping vouchers, restaurant meals, attendances at annual conferences or other functions.

→ **Payments we may make to those who refer customers to TIO**

Insurance Products

Where a third party refers you to TIO and the referral results in the sale of one of our insurance products, we may pay that third party a commission of up to twenty percent (20%). The commission is calculated on the total premium (excluding Commonwealth, State and/or Territory Taxes and charges) for each new policy and each time the policy is renewed with us. This commission is paid monthly and it is not an additional charge to you.

The third party making the referral may be required to set out the remuneration and commissions they receive in their own FSG or SoA.

Deposit Products

Where a third party introduces a deposit customer to TIO, commission may be payable as follows:

- **Term Investments** - the commission in any particular case is set by the broker and the commission is deducted from the interest paid on the deposit. For example, if a deposit would otherwise receive 5.35% interest and the broker charged 0.15% commission, the interest paid to you on the deposit would be 5.20%. Commission on new deposits during the month is payable to the broker at the end of the month.
- **11am At Call Accounts** - commission on 11am At Call Accounts is tiered based on the account balance at the end of each month. The maximum rate of commission that TIO will pay is 0.25%. Commission is calculated independently from the interest rate paid on client deposits.

The third party making the referral may be required to set out the remuneration and commissions they receive in their own FSG or SoA.

→ **Safeguarding your private information**

TIO recognises the importance of your privacy. We understand your concerns about the security of your personal information and we are committed to protecting it. If you would like a copy of our full privacy policy document please contact us on 8946 2222 or visit our website at www.tiofi.com.au.

→ **Lodging a complaint**

TIO is proud of the quality service we provide to Territorians and we are committed to being the leading provider of quality insurance and financial services in the Territory.

If you find reason to be dissatisfied with any of our products, services or decisions we make on your claims, we need to know so that we can work together to resolve it. If you have a complaint:

- 1.** Talk to the staff at your local Customer Service Centre or the person dealing with your business. Let them know what the problem is and they may well be able to resolve it on the spot.
- 2.** If you are not satisfied with the response:
 - Advise the Officer you have been dealing with, or
 - Advise TIO's Disputes Resolution Officer.In either case your complaint will be referred to the Senior Manager responsible for that product or service. If the original decision is not changed to your satisfaction, you will be given the option to have your complaint further reviewed by the General Manager responsible for that product or service.

- 3.** If your complaint is still not resolved to your satisfaction you may wish to contact an alternative dispute resolution scheme which is completely independent of TIO:

For insurance products (for personal and some small business type claims only):

**Insurance Enquiries
and Complaints Scheme**

Mail: GPO Box 561
Collins Street West
Melbourne Vic 8007

Telephone: 1300 78 08 08

Website: www.iecltd.com.au

Facsimile: (03) 9621 2060

Email: iec@iecltd.com.au

For finance products (such as basic deposit accounts):

**Financial Co-operative
Dispute Resolution Scheme**

Mail: The Ombudsman
FCDRS
PO Box 372
Clayfield QLD 4011

Telephone: 1300 139 220

Website: www.fcdrs.org.au

Facsimile: 1300 139 221

Email: ombudsman@fcdrs.org.au