

## Sure Insurance Financial Services Guide (FSG)

### Who is Sure Insurance?

Sure Insurance is an Australian Financial Services (AFS) Licensee (AFSL 506378) authorised to deal in and provide general financial product advice in relation to general insurance to retail clients. All references in this FSG to 'us, we and our' are references to Sure Insurance.

All financial services in connection with your insurance are provided by us under our AFS licence on behalf of the product issuer, Liberty Mutual Insurance Company, Australia Branch (ABN 61 086 083 605) trading as Liberty Specialty Markets, a company incorporated under the laws of Massachusetts, USA (the liability of members is limited) (Liberty).

This means that we act for Liberty and not you and allows us to accept your application for insurance as if we were the insurer.

Sure Insurance specialises in the offering of home and contents insurance. Please consider your financial situation, needs and objectives and read the Product Disclosure Statement (PDS) and this FSG before deciding whether to buy this insurance from us.

### The purpose of this FSG

The purpose of this FSG is to assist you to make an informed decision as to whether you wish to use any of the financial services offered by us. It also contains other information we are required by law to include in the FSG regarding:

- The services that we offer you
- How we and others are paid
- How we manage any potential conflicts of interest
- Arrangements we have in place to compensate clients for losses
- How you can access our internal and external complaints resolution processes.

This FSG is not intended to cover all services offered by us. If you need more information about the matters covered in this FSG, please contact us.

### Other Disclosure Documentation

If you decide to acquire a financial product from us, you will also receive a PDS and Certificate of Insurance which sets out the full terms of conditions of your insurance and includes other important information about the product.

### This FSG is an important document

Please read this FSG carefully and keep it in a safe place for future reference and dealings with us. This FSG applies to all new and renewed insurance policies from **1 August 2021** and remains valid unless Sure Insurance issues a further FSG to replace it. We are responsible for the content and distribution of this FSG and any financial services we provide in accordance with this FSG only relates to products provided by us.

## How are we paid for providing the financial services?

You pay us premiums for the policies that we provide to you. The basis of how these premiums are determined can be found in the relevant PDS and any Supplementary PDS (SPDS) for the policy. Our staff are paid a salary and they may receive a bonus or other incentives if they achieve performance targets. Such bonuses or other incentives are paid by us to our staff and do not form part of the premium.

Sure Insurance does not charge you any additional fees for providing you with general financial product advice.

When you pay your premium to us, we will retain a commission (refer 'Commissions' section) from the premium and remit the balance to Liberty. We may earn interest on your premium while it is deposited into our account which we will retain.

- **Commission**

Liberty pays us a commission for each policy we issue or renew on its behalf. This commission will be up to 22% of the base premium paid by you (excluding statutory charges, government taxes (such as GST), duties, levies and stamp duty along with any administration fee (if applicable)). This commission includes the cost of promoting and administering policies issued by us.

The commission is taken from the premium paid by you, but is not added to the premium.

- **Liberty Profit Share**

We may receive a profit share from Liberty based on its' underwriting profit earned on our insurance portfolio. Due to the nature of your insurance and the way the profit share arrangement with Liberty is arranged, it is not possible for us to know the exact amount of profit share, if any, which we may be entitled to until the end of the qualifying period.

## Referrals

If you have been referred to us by a third party which has been authorised by Sure to act as its' referrer, we may pay to that third party a commission up to 10% of your base premium (excluding statutory charges, government taxes (such as GST), duties, levies and stamp duty together with any administration fee (if applicable)) for each policy issued or renewed.

The commission paid to a third party is taken from the premium paid by you, but is not added to the premium.

## Request for further information

You may request particulars of our remuneration, commissions, fees or other benefits within a reasonable time after your receipt of this FSG and prior to us providing any financial service to you.

Phone: 1300 392 535  
Email: [info@sure-insurance.com.au](mailto:info@sure-insurance.com.au)  
Address: PO Box 487, Capalaba QLD 4157

## **Conflicts of interest**

We take any potential or actual conflict of interest seriously and respond to them in accordance with our conflict of interest policy. A conflict of interest may arise in circumstances where some or all of your interests may be inconsistent with some or all of our interests. We address potential conflicts of interest in accordance with our internal management controls, disclosure and avoidance. We also provide training to our employees to identify and report any potential conflict of interest.

## **Our Professional Indemnity Insurance Policy**

We maintain a Professional Indemnity Insurance Policy ('PI Policy') which satisfies the requirements for compensation arrangements in accordance with Section 912B of the *Corporations Act 2001* (Cth).

## **Privacy**

We appreciate privacy is important to you. We are committed to protecting your personal information. For further information, please refer to our Privacy Statement and Privacy Policy by visiting [sure-insurance.com.au](http://sure-insurance.com.au) or call us on 1300 392 535.

## **How do I lodge a complaint or notify of a dispute?**

At Sure Insurance we will attempt to resolve any complaint or dispute you may have as quickly as possible.

The steps we set out below are part of our complaint and dispute resolution process, the details of which are available by either:

- calling us on 1300 392 535; or
- visiting our website at [sure-insurance.com.au](http://sure-insurance.com.au)

### **Stage 1 - First review**

#### **Talk to us.**

The first thing you should do is call one of our consultants about your complaint on 1300 392 535. Our consultant will respond to your complaint as soon as possible but will aim to respond within 15 business days of receipt of your complaint provided we have all the necessary information we need to complete any investigation required.

If we are unable to respond within 15 business days of receipt of your complaint, we will contact you to explain why. More complex complaints may take a longer period of time to resolve. Should we need more information or time to resolve your complaint, we will let contact you to let you know.

After our first contact, we will keep you informed about the progress of your complaint at least every 10 business days during this Stage 1, unless you agree to extend that period.

If our consultant is unable to resolve your complaint to your satisfaction within they will refer you to, or you may request to, have your complaint referred to our Internal Dispute Resolution Service for an independent internal review of your complaint.

## Step 2 – Internal Dispute Resolution

You may request the matter be referred to the Sure Insurance Dispute Resolution team or you can contact them directly by:

- Calling us 1300 392 535
- Emailing us [complaints@sure-insurance.com.au](mailto:complaints@sure-insurance.com.au)
- Mailing us at Sure Insurance, PO Box 487, Capalaba, QLD, 4157

Our Internal Dispute Resolution Representatives will have the appropriate experience, knowledge and authority to consider and resolve your complaint.

They will aim to respond within 15 business days of the complaint being referred to them or if additional time is required to investigate or resolve your complaint, they will discuss with you a reasonable alternative timeframe.

After our first contact during Stage 2, we will keep you informed about the progress of your complaint at least every 10 business days during this Stage, unless you agree to extend that period.

If our decision at Stage Two does not resolve your Complaint to your satisfaction, or if we do not resolve your Complaint within 30 calendar days of the date we first received your Complaint, you may refer your Complaint to the Australian Financial Complaints Authority (AFCA).

## Step 3 – External Dispute Resolution

AFCA provides a fair and independent financial services complaint resolution service that is free to consumers if the complaint is one which falls within AFCA's terms of reference.

You can contact the AFCA by calling or writing to:

- [www.afca.org.au](http://www.afca.org.au); or
- Free Call 1800 931 678; or
- Email to [info@afca.org.au](mailto:info@afca.org.au); or
- Post to GPO Box 3, Melbourne, VIC 3001

External dispute resolution determinations made by AFCA are binding upon *us* in accordance with the AFCA Terms of Reference.

If AFCA advises you that the AFCA Terms of Reference do not extend to *you* or *your* dispute, *you* can seek independent legal advice or access any other external dispute resolution options that may be available to you.

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