

# SURE INSURANCE FINANCIAL SERVICES GUIDE (FSG)

FSG preparation date: 15 March 2023

## Who is Sure Insurance?

Sure Insurance Pty Ltd (Sure Insurance) is an Australian Financial Services (AFS) Licensee (AFSL 506378) authorised to deal in and provide general financial product advice to retail clients in relation to general insurance.

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

All references in this FSG to 'us, we and our' are references to Sure Insurance.

### For Home and Contents, and Residential Strata policies with an effective date prior to 1/9/2022

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), a company incorporated under the laws of Massachusetts, USA (the liability of members is limited), trading as Liberty Specialty Markets (Liberty).

### For Home and Contents, and Residential Strata, policies with an effective date from 1/9/2022

Financial services in connection with your insurance are provided by us on behalf of the product issuers Liberty and Pacific International Insurance Pty Ltd (ABN 83 169 311 193), trading as Pacific International (Pacific).

We act for the product issuer/s and thus we can accept your application for insurance as if we were the insurer.

Please refer to the table below for the breakdown of the covers within the Sure policies that Liberty and Pacific respectively underwrite:

Policy	Liberty	Pacific
Home and Contents	<ul style="list-style-type: none"> <li>■ Home and Contents (co-insurer)</li> <li>■ Home and Contents Legal Liability</li> </ul>	<ul style="list-style-type: none"> <li>■ Home and Contents (co-insurer)</li> </ul>
Residential Strata	<ul style="list-style-type: none"> <li>■ Building and Common Contents (co-insurer)</li> <li>■ Residential Strata Legal Liability</li> <li>■ Fidelity Guarantee</li> <li>■ Office Bearer's Liability</li> <li>■ Voluntary Workers Cover</li> </ul>	<ul style="list-style-type: none"> <li>■ Building and Common Contents (co-insurer)</li> </ul>

Please consider your financial situation, needs and objectives and read the PDS, Target Market Determination (TMD) 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. A General Advice Warning will also be provided which advises you that any advice provided by *us* does not consider your individual financial situation needs and objectives and you should read the PDS before deciding whether to buy insurance from *us*.

## 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 May 2023 and remains valid unless *we* issue 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 distributed 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 each 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 the product issuer/s. *We* may earn interest on your premium while it is deposited into *our* account which *we* will retain.

## Commission

The product issuers pay *us* a commission for each policy *we* issue or renew on its behalf. This commission will be up to 25% 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.

### **Profit share**

*We* may receive a profit share from the product issuers based on their underwriting profit earned on *our* insurance portfolio. Due to the nature of your insurance and the way the profit share arrangement with the product issuers is arranged, it is not possible for *us* to know the exact amount of profit share, if any, which *we* may be entitled to during the policy 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:



Visiting [www.sure-insurance.com.au](http://www.sure-insurance.com.au), or



calling us on 1300 392 535

### Talk to us.

The first thing you should do is call one of *our* consultants about your complaint on 1300 392 535. You can also write to *us* at [complaints@sure-insurance.com.au](mailto:complaints@sure-insurance.com.au) or PO Box 487, Capalaba QLD 4157.

We will respond to your complaint as soon as possible but will aim to respond within 30 calendar 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 30 calendar 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 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 unless you agree to extend that period.

If *our* decision 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).

### External Dispute Resolution

AFCA provides an independent financial services complaint resolution service that is free to consumers if the complaint is one that falls within AFCA's Terms of Reference.

#### You can contact AFCA by visiting, 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 its' 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.