

Financial Services Guide



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Introduction

The financial services referred to in this Financial Services Guide (FSG) are offered in relation to a financial product called Peninsula Protect which is issued by Peninsula Mutual Limited ACN 630 256478 AFSL 544232 (Mutual).

This FSG is an important document which is designed to assist you in deciding whether to use any of the financial services offered by Peninsula Australia Pty Ltd ACN 145 676 026 (Peninsula) and explains our relationship with the Mutual. This FSG also describes how we are remunerated for our services, our professional indemnity insurance arrangements, and how we handle any complaints you may have.

Peninsula is the corporate authorised representative No 001274577 of the Mutual. Peninsula Protect is the discretionary protection product issued by the Mutual. Peninsula Protect is not an insurance product but a form of financial risk product. If you are interested in becoming a member of the Mutual and purchasing this protection it is important that you read the Mutual's Product Disclosure Statement (PDS) before agreeing to purchasing the product. The PDS is available on request or on the website at www.peninsulagrouplimited.com.au

The type of discretionary protection product offered by the Mutual is explained in the PDS including the coverage

benefits, limitations and other terms and conditions. Reading it will help you to decide if membership of the Mutual and the protection it offers to members will suit your business' needs, objectives and financial position. Peninsula Protect is exclusively available to clients of Peninsula who become Members of the Mutual.

What services can we provide?

Peninsula will provide financial services to you in the form of general advice about Peninsula Protect, when we accept an application for protection from you and when we offer to arrange for you to apply for Peninsula Protect.

The Mutual is the issuer of the financial product and when we offer to arrange for you to obtain the discretionary protection, we are doing so on behalf of the Mutual and not on your behalf.

When we provide advice to you about the discretionary protection products, we are only authorised to provide this advice in general terms and cannot advise about your personal needs, objectives or financial situation or the needs of your business. When giving general advice and dealing in discretionary risk products, we are acting as an authorised representative of the Mutual.

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Remuneration and important relationships

Peninsula is paid a fee for the management services it provides to the Mutual. This is not a fee for financial services but a service fee calculated taking into account a number of factors, including the number of Members that are serviced by Peninsula, and other services delivered on behalf of the Mutual by Peninsula in each year. Peninsula receives commission of 28% of the total payment received from Members for the cost of their membership of the Mutual and the Contribution to acquire Peninsula Protect. Peninsula also receives a performance fee that is based on 25% of surplus in excess of \$500,000 (indexed annually).

Peninsula pays its sales staff a base salary and commission which is calculated by reference to the sale of the core Peninsula non-financial services and the sale of Peninsula Protect. The commission paid to sales staff in respect of Peninsula Protect ranges between 5% and 10% of the contribution for membership and protection. Peninsula may from time to time offer additional incentives to individuals. You may request particulars of the sales commission or any other related benefits within a reasonable time after receiving this FSG and before any financial service is provided to you.

Peninsula's professional indemnity insurance

Peninsula has professional indemnity insurance in place which covers Peninsula for any errors or mistakes relating to our services. Peninsula is also listed as the Authorised Representative under professional indemnity insurance held by Peninsula Mutual Limited. This insurance meets the requirements of the Corporations Act and covers the financial services provided by Peninsula even after Peninsula ceases to provide financial services to the Mutual, provided Peninsula notifies the insurer of the claim when it arises, and this is done within the relevant policy period.

What to do if you have a complaint

If you have a complaint about the financial services we have provided, please contact Peninsula in the first instance.

We will acknowledge receipt of your complaint within 24 hours and provide a response in writing within 15 business days. The Mutual may also facilitate resolution of your complaint as the authorising licensee.

After this, if the complaint can't be resolved to your satisfaction, you may have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). Membership of AFCA is held by the Mutual as the authorising licensee. AFCA can be contacted on 1800 931 678 or you can write to them at:

AFCA

GPO Box 3 Melbourne VIC 3001

Email: info@afca.org.au

Further details are available on their website at www.afca.org.au

How do you contact us?

You can contact us using the following methods

Peninsula Australia Pty Ltd

ABN: 145 676 026 AR No: 001274577

Level 6, 180 Thomas Street Haymarket NSW 2000

Tel: Client Experience Team – 1300 651 415

Email: client.experience@peninsula-au.com

Peninsula Mutual Limited

ACN: 630 256 478

AFS Licence No: 544232,

Level 6, 180 Thomas Street Haymarket NSW 2000

Tel: 1300 651 415

Email: peninsula.mutual@peninsula-au.com

More Information

If you would like more information, please contact us by phone, in writing by email as set out in the contact details above.

This FSG was prepared on 1 July 2024.

This FSG has been authorised for distribution by Peninsula Mutual Limited ACN: 630 256 478 AFSL No. 544232

