

Financial Services Guide



Important information about this Financial Services Guide

The purpose of this Financial Services Guide (“**FSG**”) is to help you make an informed decision about whether to use the financial services The Royal Automobile Club of Tasmania Limited (ABN 62 009 475 861, “**RACT** and **we, us or our**”) can provide to you as a retail client on behalf of RACT Insurance Pty Limited (ABN 96 068 167 804, Australian Financial Services Licence “**AFSL**” Number 229 076, “**RACT Insurance**”).

RACT Insurance have authorised the distribution of this FSG, which is made up of the following two parts:

- Part 1 – Information about RACT and the services we can provide; and
- Part 2 – Information about RACT Insurance on whose behalf we act when providing you with financial services relating to RACT Insurance products.

This FSG is designed to help you make an informed decision about whether to acquire any of the authorised financial services and products that we can provide to you as a retail client.

It contains information on:

- who we are and how we can be contacted;
- the services we offer to you;
- how we and other relevant persons are remunerated; and
- how complaints are dealt with.

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 about the particular product, including its relevant risks, benefits and significant features and is designed to assist you in making an informed decision about whether to buy it or not. The PDS may be more than one document.

RACT provides financial services as an authorised representative of other AFSL holders that are not covered by this FSG. These products have their own FSGs and product documentation.

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Part Two: RACT Insurance

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1. Relationships and Associations

RACT Insurance is a wholly owned subsidiary of RACT. This means that RACT and RACT Insurance are related entities.

RACT receives remuneration from RACT Insurance, as described in Part Two of this FSG. Because of this financial relationship (and the shareholding relationship), RACT has an interest in RACT Insurance products. RACT does not compare RACT Insurance products against those of other insurers when providing you with information.

You should be aware of these relationships when considering any information provided to you about RACT Insurance products.

2. Authorisation

RACT is an Authorised Representative (AR Number 228578) for RACT Insurance.

Further information about RACT Insurance is contained in Part 2 of this ESG.

We will be acting on behalf of RACT Insurance at all times in relation to the provision of authorised financial services and related financial products covered by this FSG. We and RACT Insurance do not act on your behalf.

Our employees providing you with this FSG act on our behalf, under our authority.

3. Contacting RACT

Our contact details are as follows:

The Royal Automobile Club of Tasmania Limited

ABN: 62 009 475 861

Head office:

RACT House, 179–191 Murray Street

Hobart, Tasmania 7000

Postal address (reply paid):

RACT

Reply Paid 1292

Hobart, Tasmania 7001

Phone:

13 27 22 (cost of a local call) or 1800 005 677
(free call and interstate).

International: +61 3 6232 6300

Email: membersupport@ract.com.au

Website: ract.com.au

4. Remuneration

As an Authorised Representative, we receive remuneration from RACT Insurance, who we act for. Details are set out in Part 2 of this FSG.

All our employees who provide a financial service to you are remunerated by salary and do not directly receive any commissions or fees.

In addition, our employees may receive small non-monetary gifts or benefits from their employer in respect of the performance of their role, which may include provision of a financial service. Such rewards may be, for example, a gift card for achieving a monthly performance target or providing exceptional customer experience.

These non-monetary gifts are not considered material in relation to our employees' overall remuneration.

5. Privacy

The privacy of your personal information is important to us. We collect personal information about you in order to provide our products and services to you and for other purposes as set out in our [Privacy Policy](#).

By providing your personal information to us, you consent to the collection, use, storage, disclosure and management of that information as described in the [Privacy Policy](#) and [Privacy Collection Notice](#).

Our [Privacy Policy](#) and [Privacy Collection Notice](#) explains:

1. how we collect, use, store, disclose and manage your personal information;
2. how you may access and correct your personal information;
3. how you can lodge a complaint regarding the handling of your personal information; and
4. how we will handle any complaint.

Our [Privacy Policy](#) and [Privacy Collection Notice](#) are available at **ract.com.au/privacy**. You can also request a copy by calling us on **13 27 22** or visiting any RACT branch.

6. How we resolve complaints

If you have a complaint about a product or our performance, or a concern about privacy, we want to give you every opportunity to find a satisfactory resolution. RACT Insurance has a dispute resolution process you can access, which is outlined in Part 2 of this FSG.

1. Contacting RACT Insurance

RACT Insurance's contact details are as follows:

RACT Insurance Pty Ltd

ABN: 96 068 167 804

Head office:

RACT House, 179–191 Murray Street

Hobart, Tasmania 7000

Postal address (reply paid):

RACT Insurance

Reply Paid 1292,

Hobart, Tasmania 7001

Phone: 13 27 22 (cost of a local call) or 1800 005 677
(free call and interstate).

International: +61 3 6232 6300

Email: membersupport@ract.com.au

Website: ract.com.au

2. Authorised Services and Products

In our capacity as an Authorised Representative of RACT Insurance, we are authorised to deal in RACT Insurance's general insurance products. This means we can issue, vary and cancel the products listed below.

We are not authorised to provide financial product advice. This means that while our staff can provide you with factual information about the features and costs of RACT Insurance products, they cannot recommend whether a particular product is suitable for your individual needs, objectives or financial situation. You are responsible for assessing whether any product meets your needs.

Before deciding to acquire any RACT Insurance product, you should carefully read the relevant Product Disclosure Statement (PDS) and, where applicable, any Supplementary Product Disclosure Statement (SPDS). If you require personal financial advice, you should consult an appropriately licensed financial adviser.

The following general insurance products are currently available:

- a) Home Insurance
- b) Contents and Portable Items Insurance
- c) Comprehensive Motor Vehicle Insurance
- d) Third Party Property Damage Insurance
- e) Caravan and Trailer Insurance
- f) Boat Insurance
- g) Collector's Car Insurance
- h) Strata Insurance
- i) Investor Insurance

3. Remuneration

a) Commission

The Club may receive a commission of up to 17% of the premium for promoting and arranging the sale of RACT Insurance policies and administering sold policies on behalf of RACT Insurance. The commission is calculated on the insurance premium, exclusive of any government charges, and is deducted from the premium you pay.

b) Brand Fee

In addition, RACT Insurance may pay the Club a brand fee of up to 2.5% of the net premium.

c) Services

In addition, RACT Insurance pays the Club for support services provided on a cost recovery basis.

d) Interests

You should be aware that because RACT is an Authorised Representative of its related entity RACT Insurance, and receives remuneration, RACT has a financial interest in the sale of RACT Insurance products. Further information about this relationship is set out in Part One of this FSG.

4. Complaints

We handle all complaints in accordance with our Complaints Handling Guide which is available on our website (ract.com.au), or you can request a copy by contacting us on:

Phone: 13 27 22 (cost of a local call) or 1800 005 677 (free call and interstate).

International: +61 3 6232 6300

Email: claimscomplaints@ract.com.au (for complaints related to claims) or policycomplaints@ract.com.au (for complaints relating to sales or other matters).

Postal address (reply paid):

RACT Insurance

Reply Paid 1292

Hobart TAS 7001

If you need to escalate the issue to an independent third party, you can contact the Australian Financial Complaints Authority (AFCA) (AFCA is an independent external dispute scheme and their service is free to you), or for privacy related matters, complaints can also be lodged with the Office of the Australian Information Commissioner (OAIC). Contact details for both are provided below:

AFCA

Website: afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: to the following address:

Australian Financial Complaints Authority

GPO Box 3 Melbourne VIC 3001

OAIC

Website: oaic.gov.au

Email: enquiries@oaic.gov.au

Phone: 1300 363 992 (cost of local call)

Mail: to the following address:

Director of Compliance Office of the Australian
Information Commissioner

GPO Box 5288

Sydney NSW 2001

Notes



The Royal Automobile
Club of Tasmania Limited

ABN 62 009 475 861

ract.com.au

13 27 22