

Financial Services Guide

This Financial Services Guide (FSG) is designed to provide you with information about the financial services which Catholic Church Insurance Limited (CCI) ABN 76 000 005 210, AFS Licence No. 235415 is able to provide to you in relation to retail general insurance products (as defined in the Corporations Act 2001 (Cth)), and to assist you in deciding whether to use these services.

This FSG contains information about:

- How we can be contacted
- What services we provide, who do we act for and who is responsible for the service we provide
- Any remuneration that may be paid to CCI
- Details of any potential conflicts of interest, and
- Details of our dispute resolution procedures and how you can access them.

Before you decide to acquire any insurance product it is important that you read and understand the relevant Product Disclosure Statement (PDS). The PDS contains information about the product and the cover offered.

This FSG was prepared on **31st October 2020**.

What services are we authorised to provide, who do we act for and who is responsible for the service we provide

CCI is the holder of an Australian Financial Services Licence (AFSL No. 235415) which authorises it to issue, deal and provide general advice in relation to, general insurance products.

Any financial service provided by CCI is provided under its own Australian Financial Services Licence (AFSL) and not as the agent of another AFSL holder. CCI is therefore responsible for any financial service it provides to you.

We will not provide you with personal financial product advice or provide you with a statement of advice.

How we are remunerated

If you buy a product we offer we will charge you the premium as well as any applicable fees and charges (for example, Government levies and taxes) in relation to that product. Refer to the relevant PDS for further details. We will not charge you anything for any general advice which we may provide when arranging this insurance.

CCI employees and our directors receive salaries, bonuses and other monetary or non-monetary benefits (e.g. gift vouchers) from us. Bonus payments and other benefits are discretionary, and based on achievement of pre-determined objectives.

Do any relationships or associations exist which might influence you in providing me with the financial services?

CCI has an agreement with Allianz Australia Insurance Limited (Allianz) ABN 15 000 122 850, AFS Licence No. 234708 and AIG Australia Limited (AIG) ABN 93 004 727 753 and their affiliates to promote a number of personal insurance products underwritten by them. Our relationship with Allianz and AIG is disclosed in the FSG for this part of our business.

How to contact us and provide instructions

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| Mail | Catholic Church Insurance Limited GPO Box 180, Melbourne VIC 3001 |
| Email | info@ccinsurance.org.au |
| Website | www.ccinsurance.org.au |
| Telephone | 1800 011 028 or 03 9934 3000 |

If you have an enquiry or complaint

If you need any additional information about our products please contact us on 03 9934 3000 or write to us at GPO Box 180, Melbourne Vic 3001.

If you are unhappy with our services or any aspect of your relationship with us, you may make a complaint in accordance with our complaints handling procedure. Details of our insurance complaints handling procedure can be obtained from our website at www.ccinsurance.org.au or by requesting a copy directly from us.