

Combined Financial Services Guide (FSG)

Preparation date: 1 September 2022

Purpose and Contents of this Financial Services Guide (FSG)

This FSG is designed to provide you with important information regarding our financial services and to assist you to decide whether to use our services. This FSG explains:

- who we are, who we are authorised by and the services we are authorised to provide to you;
- how we are paid for our services;
- any (potential) conflicts of interest we may have;
- details of our professional indemnity insurance;
- our dispute resolution process; and
- how you can contact us.

This FSG contains only general information about the services we offer. If you would like further information, please contact us.

Authorised Financial Services

Insurtech Gateway Australia Pty Ltd ABN 27 633 140 879 (**Gateway Australia**) **Gateway Australia** AFS Licence 525866 has appointed Stella Underwriting Pty Ltd ABN 72 633 811 319, (**Stella**) as its corporate authorised representative 001282046. For the purposes of this FSG the terms '**Stella**', '**we**', or '**us**' or '**our**' refers to Stella acting as the authorised representative of Gateway Australia.

Gateway Australia has authorised Stella to provide financial services to retail and wholesale clients on its behalf. Gateway Australia is responsible for the financial services **Stella** will be providing to you in relation to the general insurance products. The authorised financial services include general financial product advice and dealing for comprehensive motor vehicle general insurance products issued by QBE Insurance (Australia) Limited (ABN 78 003 191 035, AFSL 239545) (**QBE**).

Gateway Australia is responsible for the content and distribution of this FSG which it has authorised.

Services to be provided to you

If you engage Stella and we accept you as a client, we will provide you with general advice and arrange for you to apply for motor vehicle general insurance with QBE.

Nature of Advice Warning

We will only provide you with **GENERAL ADVICE**. General Advice does not take account of your objectives, financial situation or needs. You should consider the appropriateness of our general advice before making any decision about using our services and you should consider the Product Disclosure Statement (PDS) before making any decision about using our services.

You should also obtain professional financial advice regarding the suitability of QBE's general insurance and our services for your personal financial needs, objectives and circumstances.

Instructions from you

We will seek to act on your specific instructions in a timely and efficient way. You can provide instructions to us via our website, verbally and in writing (mail or email), however we reserve the right to request written instructions where we consider it necessary.

Documentation

Our services will usually be provided by email or by telephone. We will provide you with the relevant documentation including the PDS which contains important information regarding the features, benefits, risks and fees applicable to the general insurance. You should read the consents and disclosure documents carefully to enable you to make an informed decision prior to accepting our services.

Professional Indemnity Insurance

In compliance with *Section 912B of the Corporations Act* and *ASIC RG 126*, Gateway Australia maintains professional indemnity insurance in connection with the financial products and services authorised by its AFS licence including any claims in relation to the conduct of Gateway Australia's representatives including its present and former directors, employees and corporate authorised representatives such as Stella.

You do not have a direct right to claim under this policy which is taken out to ensure sufficient resources will be available to meet claims against Gateway Australia or its representatives.

Our Record-Keeping Obligations

We are required by law to maintain comprehensive and accurate records of all instructions provided to us in relation to the financial services we provide to you.

Who we act for

If we provide you with general product advice and/or offer to arrange an insurance for you we will be acting on your behalf. When we act under a binder or agency, we do so as an authorised representative of Gateway Australia. Gateway Australia acts on behalf of QBE which means Stella and Gateway Australia represent and act for the insurer and not for or you. We will tell you when we are acting under such a binder or agency arrangement.

Remuneration, Commission & Benefits

QBE will pay a commission of 20% of the total amount payable (excluding government charges, levies and GST) by you to them for the product. This commission is paid by QBE for each policy issued or renewed. Gateway Australia will pass 100% of this

commission to Stella, Stella will charge you an annual administration fee of \$55 inclusive of GST (Fee). This Fee is payable when you enter into or renew your insurance policy and will be shown on your invoice. This Fee is in addition to any commission received from QBE directly or via Gateway Australia and is non-refundable outside of the 21 day cooling off period.

When you pay your premium, it will be banked into a trust account. Stella will retain the commission and Fee from the premium you pay and remit the balance to the insurer in accordance with any arrangements with the insurer. Interest will be earned on the premium while it is in our trust account and retained by us. If there is a refund after the cooling-off period expires or reduction in premium due to a cancellation or adjustment to your policy we will retain the Fee and the commission in accordance with our arrangements with QBE and any interest earned on the trust account.

We may pay a referral fee to others who refer you to us where that referral leads to a policy being sold. If we do pay a referral fee it will be paid out of our commission or fees (not in addition to those amounts) and not at any additional cost to you

Our employees that will assist you with your insurance needs will be paid a market salary and may earn a cash bonus or other incentives based on achievement of a broad range of goals, including financial targets. The value of these incentives will not exceed 20% of their fixed salary.

You will not pay Gateway Australia any amount for its services. It will receive a professional services fee from Stella for administration and technical support.

QBE Profit Share

QBE may make a payment of a profit share based on QBE's underwriting profit on the Stella portfolio. This payment may be made to Gateway Australia to pass to Stella or may be paid directly to Stella. Due to the contingent nature of insurance and the way the arrangement is set up, it is not possible to know the exact amount, if any, to be paid until the end of the qualifying period.

You may request particulars of Stella and Gateway Australia's remuneration (including commission) and other benefits, including to the extent relevant a statement of the range of amounts or rates within a reasonable time following receipt of the FSG.

Complaints

References to 'we' in this section refer to QBE.

We're here to help. If you're unhappy with any of our products or services, or the service or conduct of any of our suppliers, please let us know and we'll do our best to put things right.

Step 1 – Talk to us

Your first step is to get in touch with QBE Customer Relations, who will assist you with resolving your complaint. Please provide our team with as much information as possible so they can try to fix the problem quickly and fairly.

A Dispute Resolution Specialist will review your complaint independently and provide you with our final decision.

You can contact the Customer Relations team directly:

- Phone: 1300 650 503
- Fax: (02) 8227 8594
- Email: complaints@qbe.com
- Post: GPO Box 219, Parramatta NSW 2124

For additional assistance in lodging a complaint, please refer to qbe.com/au

Step 2 – Still not resolved?

If we're unable to resolve your complaint to your satisfaction within a reasonable time, or you're not happy with our final decision, you can refer your complaint for external dispute resolution by contacting the Australian Financial Complaints Authority (AFCA). We are a member of AFCA and their decisions are binding on us.

- Phone: 1800 931 678
- Email: info@afca.org.au
- Post: GPO Box 3, Melbourne VIC 3001

AFCA will inform you if your complaint falls within its jurisdiction. Time limits apply to most complaints to AFCA. For more information, visit afca.org.au

More information

You can find more information about how we deal with complaints on our website at qbe.com/au or you can call us on 133 723 to speak with us or request a copy of our complaints brochure at no cost.

Complaints just about privacy

If you're not happy with how we've handled your personal information, call us on 1300 650 503 or email us at customercare@qbe.com. If you're not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC):

- Phone: 1300 363 992
- Email: enquiries@oaic.gov.au
- Post: GPO Box 5218, Sydney NSW 2001

Privacy

Your privacy is important to us and we are committed to compliance with the Privacy Act and the Australian National Privacy Principles.

We will take reasonable steps to ensure that to the maximum extent reasonably possible any information sent has the same level of privacy protection as we provide here in Australia.

Stella will not disclose your personal information without your consent, except as authorised or required by privacy laws.

Please contact us via the email provided if you have any concern.

Stella contact details

Email: hello@stellainsurance.com.au

Phone: 1300 633 811

Address: Level 15, 50 Pitt Street, Sydney, NSW 2000

Website: stellainsurance.com.au

Insurtech Gateway Australia contact details

Email: simon@insurtechgateway.com.au

Address: Level 5, 11 York Street, Sydney NSW 2000

Website: insurtechgateway.com.au

Need help or have a question?



1300 633 811



hello@stellainsurance.com.au



stellainsurance.com.au