

Financial Services Guide

(FSG)

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

Allstate Insurance Pty Ltd ABN 82 073 267 053, (**Allstate**) which holds AFS Licence 239010 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 Allstate.

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

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

Services to be provided to you

If you engage us 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*, Allstate 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 Allstate'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 Allstate 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 Allstate. Allstate acts on behalf of QBE which means Allstate 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

We receive a commission from the insurer, of 20% of the total amount payable (excluding government charges, levies and GST) by you to them for the product. The commission is paid to us by the insurer for each policy issued or renewed.

We charge an annual administration fee of \$55 (Fee). This Fee 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 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. We 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 any interest earned on the trust account.

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.

QBE Profit Share

We may receive from QBE a profit share which is based on QBE's underwriting profit on the Stella portfolio. 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 which Stella may be entitled to until the end of the qualifying period.

You may request particulars of our 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 - Dispute Resolution

If you are not satisfied with our products or services or a decision made in relation to your insurance, please let us know so that we can help. It is important to follow the complaint handling process in order to resolve your complaint effectively and efficiently.

Step 1 - Talk to us

If you would like to make a complaint, please call us on **1300 633 811** or by emailing **help@stellainsurance.com.au** as we may be able to resolve your complaint for you. On the rare occasion we can't resolve your complaint within 1 business day, we'll escalate the matter to QBE's Customer Care Unit. The Customer Care Unit has 15 business days to complete a review.

Step 2 - Review by QBE's Internal Dispute Resolution

If your complaint remains unresolved after 15 business days (or as agreed), or if you're unhappy with the outcome of the review by QBE's Customer Care Unit, you can request that the matter be referred to QBE's Internal Dispute Resolution Team for a review or you can contact them directly:

- By phone: 1300 650 503
- By email: complaints@qbe.com.au

If additional information is required you will be contacted by one of QBE's Internal Dispute Resolution Specialists to discuss, A Dispute Resolution Specialist will usually contact you with a decision within 15 business days of receiving your complaint.

Step 3 - Get an external review of the decision

If you've tried everything and are still unhappy with the decision, or if your complaint remains unresolved after 45 days from the date you first made your complaint, you may contact the Australian Financial Complaints Authority (AFCA) at:

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

The AFCA service is provided to you free of charge. A decision by AFCA is binding on us but is not binding on you. You have the right to seek further legal assistance.

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 9, 54 Park Street Sydney, NSW 2000
Website: stellainsurance.com.au

Allstate contact details

Email: vickin@allstateunderwriting.com.au
Address: Level 4, 9 The Avenue, Midland, WA, 6056
Phone: 1300 591 947
Website: allstateunderwriting.com.au

Need help or have a question?



1300 633 811



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