

DUAL Accident & Health

Financial services guide



DUAL

About this financial services guide

This Financial Services Guide (FSG) has been prepared by DUAL Australia Pty Ltd ABN 16 107 553 257; AFSL 280193 (DUAL, we, us or our).

This FSG describes the services we provide and explains our relationship with the insurers of certain insurance products we deal in. These products are:

- Corporate Travel Insurance
- Group Personal Accident Insurance
- Individual Personal Accident and Sickness Insurance
- Medical Expenses Insurance
- Journey Personal Accident Insurance
- Sports Group Personal Accident Insurance
- Voluntary Workers Personal Accident Insurance

This FSG explains how we are remunerated for our financial services in respect of these insurance products, our professional indemnity insurance, how we handle any complaints you may have and describes your rights as our valued client. We give this FSG to you when you ask us to provide an insurance product.

Other disclosure documents

If you decide to acquire the insurance, you will be given a Product Disclosure Statement (**PDS**) before or at the time we issue the insurance to you. The PDS is designed to assist you to make informed choices about your insurance needs. It gives a summary of the insurance benefits along with, including general information about, the insurance as well as a policy wording (that sets out the specific terms, conditions and exclusions of the cover provided).

Our services

We can assist you to obtain insurance as listed above. To do so, you must appoint a licensed insurance broker to act on your behalf, we do not offer these products directly to policyholders.

We hold an Australian Financial Services Licence (**AFSL**). Our AFSL no. is 280193. We are authorised to issue general insurance products and provide general financial product advice on general insurance products for retail and wholesale clients.

We are not authorised to provide personal advice and cannot advise on your individual objectives, financial needs or situation. When we provide these financial services, we are acting exclusively as agent for certain underwriters at Lloyd's of London (**underwriters**). We are not acting on your behalf when we provide these financial services to you.

If you are interested in the insurance we offer, upon receipt of a proposal form for submission, we will provide your broker with a product disclosure statement and quotation, describing the main features of the policy, along with the policy wording and any associated endorsements. Reading these will help you to decide if the policy suits your needs, objectives and financial situation. For further information on whether a product is suitable for you, please refer to our Target Market Determinations (**TMD**), which is available on our website via the following [link](#).

About Lloyd's

Lloyd's is the world's specialist insurance and reinsurance market, bringing together an outstanding concentration of underwriting expertise and talent. It is often the first to insure emerging, unusual and complex risks.

Around 80 syndicates are underwriting insurance at Lloyd's, covering all classes of business. Together they interact with thousands of brokers daily to create insurance solutions for businesses in over 200 countries and territories around the world.



General insurance code of practice

In Australia, Lloyd's is proud to be a member of the insurance council of Australia and a subscriber to the Code. DUAL Australia is a proud supporter of the Code.

The code sets out minimum standards that insurers will uphold in respect of the products and services that it provides. You can obtain a copy of the code from Lloyd's Australia or at www.codeofpractice.com.au.

How are we paid?

You can ask us for further details of the remuneration that we receive. If you are interested in this information, you must ask us for it within a reasonable timeframe after receiving this FSG. You must ask us before we provide any financial services to you, such as issuing your insurance.

Commission	We receive a commission from the insurer when we arrange your insurance. This commission varies depending upon the product and is included in the premium quoted to you.
Administration Fee	We may also charge you a fee for arranging the insurance. The amount depends upon the type and/or the complexity of insurance we arrange.
Profit Share	At the end of the financial year, we may receive a profit share commission from the relevant Lloyd's of London syndicates, depending on the performance and profitability of all of the insurance placed with the syndicates by all associated entities of DUAL internationally. Profit share is not payable in every year we generally only receive it in years when the portfolio has a good claims experience.
Non-monetary benefits	We have a policy on non-monetary benefits which allows our staff to receive benefits such as business-related gifts and corporate entertainment up to a prescribed amount. If this amount is reached, then the benefit must be referred to the managing director who will decide whether it is appropriate for the staff member to receive this gift and whether it will place them in a position of conflict. If the gift is not appropriate or will place the staff member in a position of conflict, the staff member may not be permitted to accept the gift.

Who we pay?

Brokers	If your appointed insurance broker has assisted you to arrange insurance, the insurance broker is acting on your behalf when providing this service and we pay them a commission which is a percentage of the premium you pay.
Our Staff	Our staff are paid an annual salary. They may also receive bonuses based on their performance.

Our Professional Indemnity Insurance

We have professional indemnity insurance in place which covers us for any errors or mistakes relating to our insurance services. This insurance meets the requirements for us to have compensation arrangements in place which cover the services provided by DUAL.

What to do if you have a complaint

A copy of our complaints policy is available on our website. If you have any concerns or wish to make a complaint in relation to our services or your insurance claim, please let us know and we will attempt to resolve your concerns in accordance with our internal dispute resolution procedures.

Please contact us in the first instance:

General counsel team

DUAL Australia Pty Ltd

GPO Box 7101

Sydney NSW 2001

Telephone: 1300 769 772 (within Australia) or +61 2 9248 6300 (from overseas)

Website: dualinsurance.com

Email: complaints@dualaustralia.com.au

Step 1

We will acknowledge receipt of your complaint within one (1) business day and do our utmost to resolve the complaint to your satisfaction within ten (10) business days.

Step 2

If we cannot resolve your complaint to your satisfaction, we will escalate your matter to Lloyd's Australia who will determine whether it will be reviewed by their office or the Lloyd's UK complaints team. Their contact details are:

Lloyd's Australia Limited

Suite 1603 Level 16,

1 Macquarie Place,

Sydney NSW 2000

Telephone: (02) 8298 0783

Email: ldraustralia@lloyds.com

A final decision outlining the reasons for the decision will be provided to you within thirty (30) calendar days of the date on which you first made the complaint unless certain exceptions apply.

Step 3

You may refer your complaint to the Australian Financial Complaints Authority (AFCA), if your complaint is not resolved to your satisfaction within thirty (30) calendar days of the date on which you first made the complaint or at any time. We, as well as Lloyd's Australia, are members of AFCA. AFCA can be contacted as follows:

Australian Financial Complaints Authority (AFCA)

GPO Box 3,

Melbourne VIC 3001

Telephone: 1800 931 678

Email: info@afca.org.au

Your complaint must be referred to AFCA within two (2) years of the final decision, unless AFCA considers special circumstances apply. If your complaint is not eligible for consideration by AFCA, you may be referred to the Financial Ombudsman Service (UK) or you can seek independent legal advice. You can also access any other external dispute resolution or other options that may be available to you.

Privacy collection statement

At DUAL, we are committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles.

We use your information to assess the risk of providing you with insurance, provide quotations, issue policies and assess claims, on behalf of the insurers we represent. We also use your information to administer any policies we have issued to you and may do so by mail or electronically, unless you tell us that you do not wish to receive electronic communications. If you do not provide us with full information, we may not be able to provide insurance or assess a claim. If you provide us with information about someone else, you must obtain their consent to do so.

We provide your personal information to the insurer we represent when we issue and administer your insurance. When providing a quotation or insurance terms, we will tell you if the insurer is overseas and if so, where they are. We may also provide your information to your broker and our contracted third-party service providers (e.g. claims management companies). We are part of Howden Group Holdings Limited and may provide your information to UK based group entities who provide us with business support services. If a recipient is not regulated by laws which protect your information in a way that is similar to the Privacy Act, we will take reasonable steps to ensure that they protect your information in the same way we do or seek your consent before disclosing your information to them. We do not trade, rent or sell your information.

Our privacy policy contains more information about how to access and correct the information we hold about you and how to make a privacy related complaint, including how we will deal with it. By providing us with your personal information, you consent to its collection and use as outlined above and in our privacy policy. Read privacy policy via our [website](#) or ask for a copy via email.

How can you contact us?

If you have any other questions or need to share information with us, we can be contacted at:

DUAL Australia Pty Ltd

ABN: 16 107 553 257

AFS Licence No.: 280193

By Email: dualenquiries@dualaustralia.com

By Phone: 02 9248 6300

By Fax: 02 9248 6301

Address: Level 29 123 Pitt, Sydney NSW 2000

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