

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should take up the matter directly with us by notifying us in writing to our Address. Alternatively, you can take it up directly with your financial institution.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

6. Accounts

6.1 You should check:

- a) with your financial institution whether direct debiting is available from your account, as direct debiting is not available on all accounts offered by financial institutions.
- b) Your account details which you have provided to us are correct by checking them against a recent account statement; and
- c) with your financial institution before providing the Direct Debit Request if you have any queries about the Direct Debit Request.

7. Confidentiality

- 7.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you, do not make any unauthorised use, modification, reproduction, or disclosure of that information.
- 7.2 We will only disclose information that we have about you;
- a) to the extent specifically required by law; or
 - b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Notice

- 8.1 If you wish to notify us about anything relating to this agreement, you should write to our Address.
- 8.2 We will notify you by sending a notice in the ordinary post to the Address you have given us.
- 8.3 Any notice will be deemed to have been received on the third banking day after posting.



Financial Services Guide & Direct Debit Request Service Agreement

About this Financial Services Guide (FSG)

The financial services referred to in this FSG are provided by Auto & General Services Pty Ltd ABN 61 003 617 909 (**AGS**). In this document, "we" "our" or "us" refer to AGS.

The purpose of this FSG is to give you important information to assist you in deciding whether to use the financial services provided by us in relation to Ozicare Insurance products (**Product/s**). It explains the services we can offer to you, how we are remunerated and details of the internal and external dispute resolution procedures and how you can access them.

You will also receive a Product Disclosure Statement (**PDS**) for the Product. You should read the PDS before you decide to purchase a Product from us. The PDS contains important information about the Product to help you make an informed decision about that product.

Please retain this FSG and the PDS in a safe place for future reference.

Services and Authorisations

AGS holds an Australian Financial Services Licence (AFSL Number 241411). This licence authorises AGS to advise and deal in relation to life risk insurance products (as well as general insurance products).

The Products are issued and underwritten by Hannover Life Re of Australasia Ltd ABN 37 062 395 484 (**Insurer**) as the Insurer. AGS has an arrangement with the Insurer that enables AGS to arrange for policies for the Products to be issued on behalf of the Insurer. AGS also administers claims and undertakes policy maintenance for the Products on behalf of the Insurer under that arrangement.

Whilst we provide general advice, we do not consider your personal objectives, financial situation or needs. You should consider obtaining independent advice before making any financial decisions. We do not act for you when we provide the services referred to in this FSG.

How are we paid?

The Insurer pays us for the services we provide, up to 60% of your premium, depending on the product purchased. This cost is included in your premium and excludes fees or taxes and charges. Our staff are paid a salary and may receive bonuses based on performance.

This document prepared on 1st November 2018
Product Issuer: Auto & General Services Pty Ltd
ABN 61 003 617 909 AFS Licence No 241411
Registered Office: Level 13, 9 Sherwood Road, Toowong, QLD 4066

We meet our costs of providing our services (including marketing, distributing and administering the Products) from the above payments.

What you should do if you have a complaint

It is always our intention to provide you with the best possible service. However, if you have any cause for complaint, you should:

Step 1 - Contact the appropriate department manager at the details shown on the Insurance Certificate.

Step 2 - If the matter is not resolved to your satisfaction within 14 days, please contact the Dispute Resolution Manager.

Step 3 - If you are still not happy with our answer you can refer the complaint to the Australian Financial Complaints Authority (AFCA). The AFCA is an external dispute resolution service of which AGS and the Insurer are members. You can contact us and we will provide details of how to access the AFCA.

Compensation Arrangements

AGS has professional indemnity insurance arrangements in place to compensate its retail clients for loss suffered because of a breach by AGS of relevant obligations of AGS under chapter 7 of the Corporations Act. These arrangements satisfy the relevant compensation arrangement requirement under the Corporations Act.

How to Contact Us

You may instruct and contact us by any of the following ways:

- (a) By calling the number shown on the Insurance Certificate if you already have a policy with us;
- (b) By emailing us at life.administration@ozicare.com.au; or
- (c) By writing to us at Ozicare Insurance, PO Box 342, Toowong, QLD 4066

Direct Debit Request (DDR) Service Agreement

This is your Direct Debit Service Agreement with Auto & General Services Pty Ltd ABN 61 003 617 909 (as agent for Hannover Life Re of Australasia Ltd ABN 37 062 395 484 (**Hannover**)). It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (**DDR**) and should be read in conjunction with your DDR authorisation.

Definitions

"Account" means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

"Address" means Ozicare Insurance, PO Box 342, Toowong, QLD 4066.

"Agreement" means this Direct Debit Request Service Agreement between you and us.

"Banking day" means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

"Debit day" means the day that payment by you to us is due.

"Debit payment" means a particular transaction where a debit is made.

"Direct debit request" means the Direct Debit Request between us and you.

"us or we or our" means Auto & General Services Pty Ltd ABN 61 003 617 909 with User ID 142038 (in its own capacity and as agent for Hannover) (**Debit User**) You have authorised by requesting a Direct Debit Request.

"you" means the customer who has signed or authorised by other means the Direct Debit Request.

"your financial institution" means the financial institution nominated by you on the DDR at which the account is maintained.

1. Debiting Your Account

- 1.1 By providing a Direct Debit Request or by providing us with valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from your account if we have sent to the Address nominated by you a payment schedule which specifies the amount payable by you to us and when it is due.
- 1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Amendments by Us

- 2.1 We may vary any details of this agreement of a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

3. Amendments by You

- 3.1 You may change*, stop, or defer a debit payment, or terminate this agreement by providing us with at least 7 banking days notifying us in writing to our Address, or arranging it through your own financial institution, which is required to act promptly on your instructions. *Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising us, AGS of your new account details.

4. Your Obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.
- 4.2 If there are insufficient funds in your account to meet a debit payment:
 - a) You may be charged a fee and/or interest by your financial institution;
 - b) You may also incur fees or charges imposed or incurred by us; and
 - c) You must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.