

# Newcastle Permanent Financial Services Guide Insurance Products

Dated 01 June 2023

The purpose of this guide is to provide you with information about Newcastle Permanent, part of Newcastle Greater Mutual Group Ltd (“we”, “us” or “our”), the financial services we offer in relation to insurance products, and the important documents we may give you. It is designed to assist you in making an informed decision about whether you want to use the services we offer.

It also contains information about remuneration that we or other relevant persons may be paid in relation to the services offered, our relationships with product providers, privacy, compensation arrangements and information on how complaints against us are dealt with.

**We also provide financial planning services. If we offer such services to you we will give you a separate Financial Services Guide which will contain information relevant to those services.**

## A guide to our relationship with you and others

### About us

Established in 1903, we have an extensive network of branches located across Newcastle, the Hunter Valley, Central Coast, Mid North Coast, Northern Rivers, Central West and New England areas. As an established mutual financial institution, we put our customers first by providing an extensive range of financial products and services that are readily available and delivered with efficiency and reliability.

Our Australian Financial Services Licence (AFSL) authorises us to deal in and provide financial product advice in relation to the following product groups:

- Deposit and payment products
- General insurance
- Debentures, stocks or bonds (issued by a government)
- Superannuation
- Interests in managed investment schemes (including investor directed portfolio services)

When we provide financial services to you, we will only provide general financial product advice and deal in (by arranging for) the issue of financial products in relation the following product groups:

- Deposit and payment products
- General insurance

If we provide you with financial planning services we may deal in and provide financial product advice in relation to other product groups (consistent with our AFSL authorisations). However, if this is the case we will give you a separate financial planning FSG.

### **Not Independent**

Our employees who give personal advice to retail clients (limited to financial planning services, detailed in our separate FSG for Financial Planning Services) are not independent, impartial or unbiased as:

- NGM Group may receive commissions on the sale of life insurance products; and
- Financial advisers can only advise on products approved by NGM Group (which includes deposit products issued by NGM Group).

## Documents you may receive from us in relation to insurance products.

### Product Disclosure Statements

If we agree to arrange for the issue of a financial product or if we recommend that you acquire a financial product, we will provide you with a document called a Product Disclosure Statement (PDS). The PDS will assist you in deciding whether or not to acquire a particular financial product. The PDS contains information about the financial product including the features, benefits, costs and risks associated with that product.

The purpose of the PDS is to ensure that you are well informed about the product and to help you compare the product you are interested in with similar products from other financial service providers.

Depending on the type of services we are providing we may also give you other disclosure documents such as terms and conditions documents or a **Key Facts Sheet (KFS)**.

### Who is responsible for the financial services you receive

We act under our AFSL (No. 238273) and we act for you when we provide these financial services to you except to the extent that we provide Support Services (i.e. insurance administration services) to Allianz Australia Insurance Limited (Allianz) in respect of their home and contents, landlord, motor, travel and caravan & trailer insurance policies. When we provide those Support Services, we act for Allianz.

We can provide general advice about the following products:

- Deposit and payment products; and
- General insurance products such as home and contents, landlord, motor vehicle, travel, caravan and trailer insurance.

Where we arrange for a product to be offered to you or provide you with general advice in relation to a product, the name of the product issuer will be disclosed in the relevant PDS and KFS. You may also ask our staff for additional information.

### Giving us instructions

We generally require you to instruct us in person. You may also provide instructions by phone, written letter or email. However, for certain types of instructions, we may impose particular requirements, such as a need for your signature.

### Our relationships with third parties in relation to insurance products

We have associations with the following entities allowing us to act as their distributor when dealing in (by arranging for the issue of) their products.

Product Group	Product Issuer
General Insurance such as home and contents, landlord, motor vehicle, caravan and trailer.	Allianz Australia Insurance Limited (Allianz)
Travel insurance	AWP Australia Pty Ltd trading as Allianz Global Assistance as agent for the insurer: Allianz

We also have an arrangement with Allianz, under which we provide services such as training, marketing and operational support (Support Services) relating to the promotion and sale of home and contents, landlord, motor, travel and caravan & trailer insurance policies issued by Allianz.

### How we are paid in relation to insurance products

Our staff are remunerated by salary and may also be eligible for an annual cash performance payment and other non cash benefits from time to time. Eligibility for a performance payment is based on a number of factors including quality measures such as compliance audit scores and productivity targets such as customer service outcomes. At present the amount of the cash performance payment is unknown, however it will generally not exceed more than 15% of the relevant employee's salary. Our staff may also receive non cash performance benefits from us which may include opportunities to attend business seminars either within Australia or overseas.

### Our commissions/fees

We may receive commissions/fees for selling (ie. arranging for the issue of) the products of other product issuers. The table below is a summary of the range of commissions/fees that we may receive.

For example, where you purchase home contents insurance through us we may receive a commission of up to 20% of the amount of the premium. This means that if the premium for your home contents insurance is \$400, we may receive a commission of up to \$80.

In addition, depending on the type of product and product issuer, ongoing commissions/fees may also be payable either monthly, quarterly or yearly on either the anniversary of the sale of the product or on the last day of the relevant period for as long as you hold the product. All commissions/fees are paid either by the product issuer or a third party making a payment directly to us. In some cases, instead of paying us separately the product issuer may authorise us to deduct the amount of our commission from your payments before we pass it onto the product issuer. We will tell you if the product issuer authorises this deduction.

Product	Commission/fee range
General insurance products such as home and contents, landlord, motor vehicle, caravan and trailer.	10% - 20%
Travel Insurance	14%

We receive an annual marketing allowance from Allianz in the amount of up to 2% of the annual premiums Allianz receives from the home and contents, landlord, motor, caravan and trailer insurance policies we arrange on their behalf. This fee is payable to NGM Group to recoup the cost of marketing campaigns and sales related activities.

For providing Support Services as part of our arrangement with Allianz, we may be entitled to receive up to 40% of the adjusted profit Allianz receives from the home and contents, landlord, motor, travel and caravan & trailer insurance policies that we arrange. Profit calculations are subject to a threshold and based on the amount of net earned premium (excluding flood) less claims and expenses. If you want more information you may request that we provide you with particulars of our remuneration (including commission) or other benefits. However, you will need to make this request within a reasonable time after we give you this Financial Services Guide and before you use our services.

### Protecting your privacy

The privacy of your personal information is important to us. In general, we collect your personal information for the purpose of providing you with products and services and to allow us to administer our ongoing relationship.

If you would like further information about our privacy and information handling practices, you can obtain a copy of our [Privacy and Credit Reporting Policy](#) by contacting us.

### Compensation Arrangements

We are regulated by the Australian Prudential Regulation Authority (APRA).

As an APRA regulated entity, we are exempt from the compensation requirements in the Corporations Act 2001. However, we do have professional indemnity insurance arrangements in place to help provide cover for claims that relate to the financial services we provide.

### Making a complaint

If you have a complaint about us please tell us so we can do something about it. To register your complaint please refer to our contact details below.

Our staff will either deal with the matter or refer it to an appropriate person who can answer your questions.

We endeavour to resolve complaints in a way that is suitable to both you and us. Where possible, we will address your concern as quickly as possible. In nearly all cases, you can expect your concern will be resolved within 7 days. However, depending on the nature of the issue, in the event it takes us longer than 7 days to resolve or investigate, we'll ensure that you're regularly updated.

If you are unhappy with our response, you have two options:

1. You can ask for your complaint to be reviewed by Newcastle Permanent's Disputes Resolution Committee ('the Committee'). The Committee is represented by senior members of staff other than the person providing the original response. To have your complaint reviewed by the Committee, please let us know.

**By post:** Disputes Resolution Committee  
Newcastle Permanent  
PO Box 5001, HRMC NSW 2310

**By email:** Subject: Disputes Resolution Committee  
[feedback@newcastlepermanent.com.au](mailto:feedback@newcastlepermanent.com.au)

Once all relevant information has been received the Committee will generally consider the complaint within 21 days. If we are unable to provide a final response within 30 days (including the time we spent considering your original complaint), we will advise you of the reasons for the delay and potential next steps.

2. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**Website:** [afca.org.au](http://afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Phone:** 1800 931 678 (free call)

**Writing:** Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

### Here's how to contact us

**By phone:** 13 19 87 (Mon - Fri from 8am - 6pm, Sat from 9am-2pm)

**By mail:** PO Box 5001, HRMC NSW 2310

**By email:** [enquiries@newcastlepermanent.com.au](mailto:enquiries@newcastlepermanent.com.au)

**At a branch:** To locate your nearest branch visit our website

**Website:** [newcastlepermanent.com.au](http://newcastlepermanent.com.au)