

Financial Services Guide

This document is a Financial Services Guide (FSG). In this FSG, "AAMI Business Insurance", "we", "our" and "us" means AAI Limited ABN 48 005 297 807 AFSL 230859 trading as AAMI Business Insurance.

The purpose of this FSG is to set out information designed to assist you to decide whether you wish to use any of the services set out in this FSG. It also contains other information and details required by law, including information about remuneration that may be paid to us and other relevant persons in relation to the services offered and information about how you may access our internal and external complaints resolution procedures.

The FSG is not intended to cover all services offered by AAMI Business Insurance. If you need more information about the matters covered in this FSG, please contact us.

Other disclosure documentation

If you decide to acquire a financial product, you will also receive a Product Disclosure Statement (PDS) which sets out the full terms of conditions of your insurance and includes other important information about the product.

Who is providing the financial service?

Services described in this FSG are provided by AAMI Business Insurance.

We are APRA regulated. While this means we are exempt from the need to have ASIC approved professional indemnity insurance, we do as a matter of prudent business practice hold professional indemnity insurance.

How do I contact you?

You may apply for, vary or cancel your AAMI Business Insurance by contacting us on **13 22 44**.

To make a claim call AAMI Business Insurance on **13 22 44**.

You can contact us by:

Telephone: **13 22 44** 24 hours a day, 7 days a week

In writing: GPO Box 2470, Adelaide SA 5001

Email: businessinsurance@aami.com.au.

What kinds of financial services do AAMI Business Insurance offer and what products do the services relate to?

AAMI Business Insurance and our staff can issue, vary and cancel policies, handle and settle claims and provide general financial product advice in relation to the following general insurance products issued by AAI Limited trading as AAMI Business Insurance:

- Business Insurance
- Business@Home
- Mobile Business
- Market Stalls
- Commercial Motor

More than 60,000 business owners across Australia trust AAMI for affordable, effective Business Insurance protection.

We offer customised packages, competitive rates and 24/7 claims support. And we give you the option to pay by the month, at no additional cost.

For reliable cover when the unexpected happens, choose AAMI Business Insurance. Our value and service set us apart.

AAMI is a member of the Suncorp Group.

Who is responsible for the provision of the financial service?

AAMI Business Insurance is responsible for the financial services as described in this FSG.

AAMI Business Insurance is responsible for our staff who act on our behalf.

How are we paid for providing the financial services

You pay us premiums for the AAMI Business Insurance policies that we provide to you. The basis of how these premiums are determined can be found in the relevant PDS and any Supplementary Product Disclosure Statement (SPDS) for the policy.

Our staff are paid a salary and they may receive a bonus if they achieve performance targets. AAMI Business Insurance does not charge you any additional fees for providing you with general financial product advice.

Privacy

We appreciate privacy is important to you. We are committed to protecting your personal information. For further information, please refer to our Privacy Statement and Suncorp Group Privacy Policy by visiting www.aami.com.au/privacy or call us on **13 22 44**.

How to contact us with a complaint

Let us know

If you experience a problem, are not satisfied with our products or services or a decision we have made, please let us know so that we can help. Contact us:

By phone: **13 22 44**

By email: businessinsurance@aami.com.au

Complaints can usually be resolved on the spot or within 5 business days.

Review by our Customer Relations Team

If we are not able to resolve your complaint or you would prefer not to contact the people who provided your initial service, our Customer Relations team can assist, contact us:

By phone: 1300 240 437

By email: idr@aami.com.au

In writing: AAMI Customer Relations
PO Box 14180
Melbourne City Mail Centre
VIC 3001

Customer Relations will contact you if they require additional information or if they have reached a decision.

When responding to your complaint you will be informed of the progress and the timeframe for responding to your complaint.

Seek review by an external service

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Any determination AFCA makes is binding on us, provided you also accept the determination. You do not have to accept their determination and you have the option of seeking remedies elsewhere.

AFCA has authority to hear certain complaints. Contact AFCA to confirm if they can assist you.

You can contact AFCA:

Online: www.afca.org.au

By Email: info@afca.org.au

By Phone: 1800 931 678

In writing: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001