

Financial Services Guide

TAL Direct

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This financial services guide is provided by TAL Direct Pty Limited ABN 39 084 666 017 ('TAL Direct', 'the Licensee', 'we', 'us' and 'our'). TAL Direct holds an Australian Financial Services Licence (AFSL 243260) and is related to the insurers TAL Life Limited ABN 70 050 109 450 AFSL 237848 ('TAL Life') and Asteron Life & Superannuation Limited ABN 87 073 979 530, AFSL 229880 ('Asteron'). TAL Direct, TAL Life and Asteron are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies ('TAL').

Purpose of this Financial Services Guide

This Financial Services Guide ('FSG') is designed to assist you in deciding whether to use any of the services we offer. It contains important information about:

- the services we are authorised to provide under our Australian Financial Services Licence ('AFSL');
- the remuneration received by us and any other relevant parties;
- who we act for when providing the financial services;
- how we handle your personal information;
- our internal and external dispute resolution services; and
- our compensation arrangements.

TAL Direct is responsible for the content of this FSG and has authorised its distribution.

Our services

TAL Direct is authorised under its AFSL to:

- provide financial product advice on life risk, and superannuation to retail clients;
- provide general advice only on general insurance products to retail clients;
- deal in life risk, superannuation and general insurance products to retail clients; and
- arrange superannuation products for retail clients.

About our representatives

A number of representatives have been appointed by TAL Direct to provide a financial service over the telephone and via web chat. These people have received specialist training to discuss the products we offer. They are only authorised to provide general advice. TAL Direct is responsible for any financial service provided by a representative over the telephone or via webchat.

General Advice Warning

It is important that you understand and are happy with your purchase decision. Any advice you receive is general advice only and has been prepared without taking into account your objectives, financial situation or needs. Before acting on the advice, you should obtain a copy of the relevant product disclosure statement ('PDS') and consider it carefully before deciding whether or not to acquire the product.

Therefore, you should carefully review the Product Disclosure Statement ('PDS'), having regard to your own objectives, financial situation and needs before deciding to purchase a product.

The PDS sets out the important information you should consider when deciding to acquire a certain product, including the insurer and the benefits, features and associated costs of the product.

Who we act for

TAL Direct is acting for itself when it provides a financial service.

When our representatives provide general financial product advice, or arrange for the insurer to issue policies, they act for TAL Direct.

TAL Direct has been authorised under an arrangement called a 'binder':

- by TAL Life, for life cover;
- by Asteron, for life cover;

to:

- enter into, vary or cancel insurance cover; and
- manage, administer and settle claims;

on behalf of these insurers as if it were the insurer. This means that TAL Direct is acting for the insurer in these circumstances.

With respect to the Redundancy Benefit underwritten by AAI Ltd ABN 48 005 297 807, AFSL 230859 ('AAI'), AAI has authorised under an arrangement called a 'binder':

- TAL Direct to enter into, vary or cancel insurance cover; and
- Asteron to manage, administer and settle claims;

on behalf of AAI as if it were AAI. This means that TAL Direct and Asteron are acting for AAI in the circumstances set out above.

TAL Direct's authority is subject to the limits of authority agreed to with these insurers.

The insurers' registered addresses are:

- TAL Life Ltd – Level 16, 363 George Street, Sydney NSW 2000
- Asteron Life & Superannuation Ltd – Level 16, 363 George Street, Sydney NSW 2000
- AAI Ltd - Level 28, 266 George Street Brisbane QLD 4000

Dispute resolution process

Stage 1: COMPLAINT

If you are dissatisfied with any aspect of your relationship with TAL Direct including our products and services and wish to make a complaint, please contact us on 1300 209 088.

Stage 2: INTERNAL DISPUTE RESOLUTION SERVICE

If you are not satisfied with our initial response, please ask to speak to a Complaints Case Manager who will handle your matter personally, or you can write to our Internal Dispute Resolution Team at the address shown at the end of this FSG or email customerresolutionteam@tal.com.au.

We will do our best to answer your questions and resolve your complaint within 45 days or 90 days of receiving your complaint, depending on the policy you have.

Stage 3: EXTERNAL DISPUTE RESOLUTION SERVICE

If you are not satisfied with our final response, you may lodge a complaint with the Australian Financial Complaints Authority ('AFCA'):

- Online: www.afca.org.au
- Email: info@afca.org.au
- Phone: 1800 931 678 (free call)
- Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

AFCA is an independent body and its service to you is free. Different terms of reference are applied by AFCA depending on whether your complaint relates to a life insurance product or a general insurance product. Please refer to the AFCA website for details.

Personal Information

Personal and sensitive information (together "personal information") is collected from you to enable TAL Direct and the insurers to provide their products or services to you. Further information may be requested from you at a later time, such as during the underwriting assessment, if you want to make alterations to your insurance policy, or when you make a claim.

The way in which we collect, use and disclose your information is described in our Privacy Policy which is available at tal.com.au, and is free of charge on request. If you have any questions or complaints relating to your privacy, please contact us using the contact details below. Generally, you are entitled to gain access to information we hold about you. If you wish to request access, please let us know.

If you do not supply the requested information to us we may not be able to provide our products and services to you such as issue a policy or assess a claim. In processing and administering your insurance (including at the time of claim) your personal information may be collected from, or disclosed to, the insurer and AFSL as well as any related bodies corporate including the third parties if it is legally permitted or authorised to do so. For example, we may need to collect information from, or disclose information from, general practitioners or health services providers to verify any health information you provide. Other examples include financial advisers, our related bodies corporate and other companies with which we have a business arrangement such as organisations to whom we outsource our mailing, administration and information technology, investigators, reinsurers, Government agencies and law enforcement bodies if required or authorised to do so, or any person acting on your behalf such as a lawyer or accountant.

Information regarding the privacy rights of individuals is available at oaic.gov.au which is the website of the Office of the Australian Information Commissioner.

Opt-out

From time to time we and TAL group companies may use your information to promote and market our products and services to you. If you do not want to receive telemarketing calls, or would prefer to receive telemarketing calls at certain times or days, please call us on 1300 209 088. If you do not want to receive any information on other products or services offered by us or the insurer, please contact us.

Remuneration

When insurance is arranged for you, you will be required to pay a premium and this will be paid to the insurer of the product. The premium includes any commission payable by the insurer for distributing the product so you do not need to pay any extra.

Where a representative arranges a policy for you over the telephone, that representative may in addition to their salary receive a commission from TAL. The amount of commission is dependent on a number of factors including the number of policies issued and the quality of the representative's conduct.

If we provide you with a financial service you are entitled to request details of this remuneration, and may do so by contacting us on the number specified in this FSG. There may be circumstances where additional commissions, bonuses and non-cash incentives are paid and these will accrue from time to time. These are not an additional cost to you. TAL may also pay referral fees or commissions to people or organisations that refer new customers to us. The referral fee may be paid in the form of an upfront commission fee and/or periodical trail fees. This will be at no additional cost to you. In addition to paying referral fees, TAL may from time to time give other non-cash benefits to referral partners.

Direct debit request summary

This summary describes how the Direct Debit Request system works. The full Direct Debit Request Agreement ('Agreement') is available to you at tal.com.au. You should read the Agreement carefully as it explains your rights and obligations relating to your ongoing direct debits.

When you complete your bank details and sign the authority, you are authorising the direct debit of the appropriate premiums from your nominated account. Your authority will be kept confidential at all times. If your premium cannot be paid (for example there's not enough money in your nominated account) your bank may dishonour that payment, in which case your policy may lapse. Insurance Cover ceases when the policy has lapsed.

If you have concerns about its operation or you subsequently need to change any aspects of the authority, please contact us. From time to time updates about our services which are subject to change and which are not materially adverse to you may be found on the TAL website at tal.com.au and if you request a paper copy of any updated information, this will be provided to you without charge.

Compensation Arrangements

TAL Direct is part of TAL and we confirm that TAL retains professional indemnity ('PI') insurance to cover the activities of licensees within TAL, including TAL Direct. This PI cover is maintained in accordance with the law, is subject to its terms and conditions and provides indemnity up to the sum insured for the activities of the representatives of TAL and TAL Direct.

How to contact us

- Telephone: 1300 209 088
- In writing to: TAL Direct
GPO Box 5380
Sydney NSW 2001
- Email: customerservice@tal.com.au

Issuer of this FSG

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