



## FINANCIAL SERVICES GUIDE

### INTRODUCTION

This Financial Services Guide describes the services we provide and explains our relationship with the insurers of the products we deal in. It explains how we are remunerated for our services, our professional indemnity insurance and how we handle any complaints you may have. We give it to you when you ask us to provide insurance.

### ABOUT US

NWC Insurance Pty Ltd trading as “NoWorries Insurance” is an Australian Financial Services Licence holder. Our Australian Financial Services Licence number is 451450. NoWorries Insurance Products are underwritten by certain underwriters at Lloyd’s (the insurers). NoWorries Insurance is authorised by them under binder agreements B1193TR14079BA00 & B1193AT14081BA00 to arrange, issue, vary and cancel these products on their behalf. We have binder agreements for Travel Insurance, Personal Accident & Illness Insurance and Personal Property Insurance. This means we act as the insurer’s agent to arrange insurance policies and not on your behalf.

### OUR SERVICES

We can assist you to obtain insurance for Travel Insurance, Personal Accident Insurance and Personal Property Insurance under binder agreements with certain underwriters at Lloyd’s. However, we can only advise about insurance in general terms; we cannot advise about your individual situation.

If you are interested in the insurance we offer, we will provide you with a Product Disclosure Statement, describing the main features of the policy. Reading it will help you to decide if the policy suits your needs, objectives and financial situation.

### HOW ARE WE PAID

We receive a commission from the insurer when we arrange your insurance. The amount is calculated as a percentage of the premium (excluding taxes and statutory charges) and is included in the premium quoted to you. At the end of the financial year, we may receive a profit share commission from insurers, depending on the performance and profitability of the portfolio, we place with the insurer(s).

In addition to any commission received we will also charge a collection fee of 10% of any monthly premium to administrate monthly payments if you elect our monthly cover option. In respect of a policy cancellation we will not refund any commission earned in arranging your insurance if you elect to cancel your policy before the expiry date.

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 placing your insurance.

### WHO WE PAY

If you were referred to us, we may pay the person who referred you a commission which is a percentage of the premium received by us for placing your insurance. If you would like further details of these remunerations 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 placing your insurance.

Coverholder at **LLOYD'S**

**T** 1300 400 123

**E** [info@noworriesinsurance.com.au](mailto:info@noworriesinsurance.com.au)

**F** 02 9966 4484

**A** 62 Alexander Street, Crows Nest NSW 2065

**noworriesinsurance.com.au**



## 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 of the Corporations Act and covers the services provided by us and our employees after they cease working with us provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

## WHAT TO DO IF YOU HAVE A COMPLAINT

If you wish to complain about our services, contact our Complaints Officer on 1300 400 123. We will acknowledge receipt of your complaint within 3 working days, and attempt to resolve it within 15 days.

We are a member of the Financial Ombudsman Service, an external dispute resolution scheme. If you are unsatisfied with the manner in which we handle your complaint, you are entitled to take your complaint to them. Their contact details are on their website at [www.fos.org.au](http://www.fos.org.au). You can access this scheme for free and any decision they make is binding on us but not on you.

## HOW WE PROTECT YOUR PRIVACY

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We only provide your information to the insurance companies with whom you choose to deal (and their representatives). We do not trade, rent or sell your information.

You can check the information we hold about you at any time. For more information about our Privacy Policy, ask us for a copy or visit our website at [www.noworriesinsurance.com.au/privacy](http://www.noworriesinsurance.com.au/privacy).

## HOW YOU CAN CONTACT US

We can be contacted at:

NWC Insurance Pty Ltd trading as NoWorries Insurance (ABN 93 166 630 511) (AFS Licence No. 451450)  
62 Alexander Street, Crows Nest NSW 2065  
Telephone: 1300 400 123  
Fax: +61 2 9966 4484  
Email: [customercare@noworriesinsurance.com.au](mailto:customercare@noworriesinsurance.com.au)

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Coverholder at **LLOYD'S**