

Financial Services Guide

Insurance Claims Group Pty Ltd

Company: Insurance Claims Group Pty Ltd (“**Insurance Claims Group**”)
ABN: 44 649 627 798
Corporate Authorised Representative Number: 1295032 of Life Matters Claims Pty Ltd (AFSL: 532487)
Date Issued: 2 June 2022

ABOUT THIS FINANCIAL SERVICES GUIDE (“FSG”)

This Financial Services Guide (“**FSG**”) is dated 2 June 2022 and has been prepared and issued by Insurance Claims Group Pty Ltd (ABN: 44 649 627 798) (“**Insurance Claims Group, we, us or our**”), a Corporate Authorised Representative (Number: 1295032) of Life Matters Claims Pty Ltd (AFSL: 532487) (“**Life Matters Claims**”) to inform you about the financial services provided by us and to comply with our obligations.

This FSG has been prepared to provide you with information about the financial services that we offer. The FSG is an important document and a regulatory requirement under the Corporations Act 2001 (Cth) (“**Corporations Act**”).

This FSG contains general information only. If you have further questions regarding this FSG please contact us.

Important general information contained within this FSG includes:

- Who we are and how you can contact us;
- The services we are authorised to provide to you;
- How we are remunerated for these services and the cost to you;
- Disclosure documents that you will receive;
- Who we act for and any potential conflicts of interest;
- Our internal and external dispute resolution processes; and
- How we handle your personal information.

1. WHO WE ARE AND THE SERVICES WE OFFER	Insurance Claims Group is authorised under Life Matters Claims' AFSL to provide claims handling and settling services to insured retail and wholesale clients as a claimant intermediary. Insurance Claims Group assists insured property owners who have experienced damage to their property, by providing representation and guidance through the insurance claims process and once the claim has been approved, attending to all arrangements for the damage to be rectified by a certified builder.
2. NO ADVICE	We are not authorised to provide you with general or personal financial product advice. Personal advice is financial product advice given in circumstances where the provider has considered your objectives, financial situations or needs. All other financial product advice is general advice. We will only provide you with factual information about insurance products when providing you with our claims handling services. Factual information is objectively ascertainable information whose truth or accuracy cannot be questioned. This information does not take into account your specific financial situation, needs or objectives and is not a recommendation or statement of opinion in relation to the insurance products. You should seek independent professional advice in relation to acquiring or disposing of any insurance products, superannuation or other financial products.
3. CONTACT DETAILS HOW TO INSTRUCT US	<p>Insurance Claims Group Pty Ltd</p> <p>Office Address: 9/204 Alice Street, Brisbane QLD 4000</p> <p>Phone: 1800 424 768</p> <p>Email: info@insuranceclaimsgroup.com.au</p> <p>You may give us instructions in relation to your claim via phone, email or at any face-to-face meetings (including via video or audio conferencing) we hold with you. Video and audio conferencing may be recorded in order to provide a record of communication between you and us.</p>
4. CONTACT DETAILS OF LIFE MATTERS CLAIMS	<p>Life Matters Claims Pty Ltd</p> <p>Postal Address: PO Box 219, Mapleton QLD 4560</p> <p>Phone: 1300 784 108</p> <p>Email: info@lifemattersclaims.com.au</p>
5. WHO WE ACT FOR	Insurance Claims Group is responsible for the claims handling and settling services we provide to you under our AFSL and acts for the insured persons in pursuing home and general insurance claims.
6. OTHER DOCUMENTATION YOU MAY RECEIVE	This FSG and the Client Agreement will be the key documents which assist you in making an informed decision about whether to utilise our financial services. We recommend that you ensure you have read and understood the contents of these documents fully. You are able to access the FSG and Client Agreement via our website.
7. FEES, COSTS, COMMISSION AND OTHER BENEFITS	<ul style="list-style-type: none"> • Our fees • When are fees paid by you? • When are fees paid by the recommended repairer? • Calculation of fees • Commission paid to third parties • Employee remuneration

7.1 Our Fees	<p>Payment for the claims handling and settling services that we provide to you are payable by:</p> <ul style="list-style-type: none"> our recommended repairer upon completion of repairs; or directly by you when a claim is settled by the insurer or where you do not consent for Insurance Claims Group to continue providing services to you.
7.2 When are fees paid by you?	<p>Fees will be payable by you in the following circumstances:</p> <ul style="list-style-type: none"> where you decide to proceed with a repairer other than our recommended repairer for some portion or all of the repairs. In these circumstances, the fees are calculated using the formula described in section 7.4(b) or (c), at the time you advise us of your decision not to proceed with our recommended repairer; or where you do not consent for Insurance Claims Group to continue providing our services. In these circumstances, the fees are calculated using the formula described in section 7.4(d) at the time you advise us of your decision.
7.3 When are fees paid by the recommended repairer?	<p>Where you engage our recommended repairer, the repairer will be liable for our fees. In these circumstances, the fees are calculated using either of the formulas described in 7.4(a) or (b), at the time the repairs are completed.</p>
7.4 Calculation of Fees	<p>Our fees are calculated based using one of the following formulas:</p> <ul style="list-style-type: none"> (a) $X = \text{nil};$ (b) $X = Y\% \times (S-P);$ (c) $X = Y\% \times S;$ or (d) $X = Y\% \times Z$ <p>Where:</p> <p>X = our fees payable by you.</p> <p>$Y\%$ = the percentage used to calculate a final fee that is to be paid to us by you. The percentage is calculated as approximately 20% of the total value of the claim, as determined by your insurer, that you have chosen not to allocate to our recommended repairer.</p> <p>S = the total final settlement amount.</p> <p>P = the total value of the repair costs agreed to in the scope of works (as agreed between you and the repairer).</p> <p>Z = The lesser of either:</p> <ul style="list-style-type: none"> the cost of repairs set out in a quote provided to you by our recommended repairer; or the total value of the claim, as determined by your insurer, that you have chosen not to allocate to our recommended repairer.
7.5 Commissions Paid to Third Parties	<p>We may pay commissions to others who refer you to us or refer us to repairers. These commissions are paid from the fees received by us. Commissions are generally calculated at 20% of the fee received by Insurance Claims Group in respect of a referral.</p>
7.6 Employee Remuneration	<p>Employees are paid by way of salary. Any bonuses paid to employees are designed to reflect the representative's contribution to the success of the insured and their success relates to the employee meeting or exceeding the customer value proposition.</p>
8. CONFLICTS OF INTEREST	<p>We do not manage or distribute our own financial products and we do not have relationships with insurers (or other financial product providers) that may influence the services we provide to you. We do not receive commissions, fees or services from insurers. For that reason, our interests are aligned with our clients'. However, in rare situations where conflicting interests arise, we have an internal procedure which helps to manage, mitigate or resolve the conflict.</p>

**9. COMPENSATION
INSURANCE**

Insurance Claims Group has professional indemnity insurance in place, which satisfies the requirements for compensation arrangements pursuant to section 912B of the Corporations Act. This policy covers claims made against Insurance Claims Group in relation to professional services provided by our representatives, employees and authorised representatives.

10. PRIVACY POLICY

Your privacy is important to us and we are committed to compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. We will require you to provide personal information in the course of engaging with us and by engaging our services, you consent to us obtaining personal information via video or audio conferencing for the purposes of providing claims handling and settling services to you. Insurance Claims Group collects, maintains, uses and discloses your personal information in the manner described in our Privacy Policy. This is primarily for processing your application and complying with certain legal obligations. Our Privacy Policy is available on our website.

**11. COMPLAINTS
AND DISPUTE
RESOLUTION**

We have an internal dispute resolution process in place to resolve any concerns or complaints you may have, quickly and fairly. Where appropriate, we also make the process accessible for clients with disabilities or language difficulties.

Any concerns or complaints should be directed to the Compliance Officer either by email (info@insuranceclaimsgroup.com.au) or in writing to our postal address. Your written notice should specify the nature of the complaint, including all relevant details, as well as your desired outcome and how this may occur.

The Compliance Officer will, on receipt of your written notice:

- Provide a written acknowledgement of your complaint and indicate a timeframe in which Insurance Claims Group will formally respond to your complaint;
- Consider and investigate the circumstances of your complaint, which may also involve communicating directly with you;
- Notify you in writing of our decision, including the reasons for the decision and any potential remedies, within thirty (30) days from receipt of your complaint; and
- If your complaint is not resolved within thirty (30) days, the Compliance Officer will inform you in writing of the reasons for the delay.

Where you have any redress (financial or otherwise), we will provide that redress promptly. If the complaint can't be resolved to your satisfaction by Insurance Claims Group through our internal dispute resolution process, you have the right to refer your complaint to the Australian Financial Complaints Authority ("AFCA").

AFCA is an independent and external disputes resolution scheme, of which Insurance Claims Group is a member.

You may lodge your complaint with AFCA by sending the relevant information and documents to:

Australian Financial Complaints Authority ("AFCA")

GPO Box 3

Melbourne VIC 3001

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

Before AFCA will deal with your complaint, you must have first lodged a formal complaint with us and given us time to investigate and resolve the dispute.