



This is an important document. Please read it carefully and keep it in a safe place. This FSG is designed to assist you in deciding whether to use the services offered by us when purchasing insurance for your property 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 describes your rights as our valued client such as how we deal with complaints. We give it to you when you ask us to provide insurance.

We hold an authorisation to act as an authorised representative of an Australian financial services licence holder. Our Authorised Representative number is 325630 and the Australian financial services licence holder is Elkington Bishop Molineaux Insurance Brokers Pty Ltd (EBM) (ABN 31 009 179 640, AFSL 246986).

How we can help with insurance for your property

We can provide you with general financial product advice and arrange all forms of insurance relating to residential property, including for investment properties and tenant contents. We can also assist in arranging premium funding on your behalf if you require it.

EBM has a binding authority from QBE Insurance (Australia) Limited (QBE) (ABN 78 003 191 035, AFSL 239545). We are a related company of EBM and EBM has delegated the binding agreement with QBE to us for the issue of the policies and to deal with or settle claims on the insurer's behalf. When we arrange insurance or deal with claims, we act as the agent of the insurer and not on your behalf. When we provide information and general advice about the policy, we and EBM act on your behalf.

When we give advice we do not take into account your personal circumstances. To assist you in making an informed decision, we will provide a Product Disclosure Statement (PDS). The PDS contains information about the insurance features and the insurer. You should carefully read the PDS to decide if the policy suits your needs, objectives and financial situation before making a decision.

You can provide us with instructions in person, by telephone, email, facsimile or in writing. It is important that you provide us with full and accurate information about the risk to be insured otherwise any advice we give you may not be appropriate.

If your circumstances change, any recommendations may no longer be appropriate. Please tell us about any changes to your circumstances.

How we are paid

We receive a commission from the insurer for each policy we arrange for you. The commission varies depending on product, but is in the range of between 16.5% – 21.5% of the base premium (excluding taxes and statutory charges). This is included in the premium quoted to you. Of the premium received by the insurer, we retain 10% of the basic premium before statutory charges. A portion of this payment relates to back office administration expenses that we pay which would otherwise be incurred by the insurer.

We may also charge you a fee for each policy that we arrange depending on the type of insurance and we will provide details of the fee before or at the time you enter into an insurance policy. This fee is payable in addition to the premium.

At the end of January in each year, we may receive a profit share commission from QBE, depending on the performance and profitability of the RentCover insurance portfolio we place with them.

Who we pay

Our staff are paid a salary and may receive a bonus based on their performance.

Our distributors or corporate authorised representatives (for example your property manager) may have referred you to us or assisted you to arrange insurance. They act on our behalf when providing this service. If they refer you to us or assist us in arranging the insurance for you, we pay them up to \$40 for each policy, which is for the services they provide to you.

Important associations

We are a wholly owned subsidiary of EBM.

Professional indemnity insurance

We have professional indemnity insurance in place which covers us and our employees 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, our advisers, our authorised representatives and our distributors even after they cease working with us, provided that the insurer is notified of the claim when it arises and this is done within the relevant policy period.

Complaints and disputes

If you are not fully satisfied with our services, please contact our Complaints Manager. We will advise you on how we propose to resolve your complaint within 21 days or such later time agreed with you.

For more information about our Complaints Policy visit our website (RentCover.com.au) or telephone 1800 661 662.

If you are still not satisfied, we subscribe to the Australian Financial Complaints Authority (AFCA) which handles complaints against financial service providers relating to a variety of small business and domestic insurance matters. You can refer your complaint to AFCA, this is a free consumer service and any decision they make is binding on us but not on you.

The AFCA is contactable on 1800 931 678 or info@afca.org.au. Further information about AFCA is available from our office or on their website at www.afca.org.au.

Privacy

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We may provide your information to the insurer for RentCover products or the companies that deal with your insurance claim on behalf of the insurer (such as investigators, loss assessors, claims administrators, repairers, suppliers, lawyers and recovery agents). If you have advised us the name of another person who has the benefit of the insurance (including a company), they will have access to information that you have provided to us. We do not trade, rent or sell your information.

From time to time, we will use your contact details to send you direct marketing communications including offers, updates and newsletters that are relevant to the services we provide or that are provided by companies in the EBM Group such as EBM and CoverLink. We always give you the option of electing not to receive these communications in the future. You can unsubscribe by notifying us and we will no longer send this information to you.

For more information about how to access the personal information we hold about you, how to have the information corrected or lodge a complaint, ask us for a copy of our Privacy Policy or visit our website (RentCover.com.au).

This FSG (date of preparation 25 August 2020) replaces any previous FSG issued to you by us.

How can you contact us?

Your insurance service provider

RentCover Underwriting Agency Pty Ltd
ABN 76 130 218 914 ARN 325630
8 Redfern Road, Hawthorn East VIC 3123
T 1800 661 662 F 1300 794 773

Australian financial services licence holder

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This FSG has been authorised for distribution by the Australian financial services licence holder identified above.

