



## Financial Services Guide

Issue date:  
24 July 2018

The financial services referred to in this guide are provided by Real Insurance.

### Real Insurance

PO Box 7186, Baulkham Hills NSW 2153

**Phone:** 1300 367 325  
(Monday to Friday between 8am and 8pm AEST)

**Email:** [mail@reallifecover.com.au](mailto:mail@reallifecover.com.au)

**Website:** [realinsurance.com.au](http://realinsurance.com.au)

Real Insurance is a trading name of Greenstone Financial Services (GFS) ABN 53 128 692 884, Australian Financial Services Licence 343079.

### About this Financial Services Guide

This Financial Services Guide (FSG) is an important document designed to help you make an informed decision about whether to use the services we provide in relation to Real life insurance products.

It tells you who we are, how you can contact us, the services we provide, who we act for, the remuneration we and other relevant persons may receive for our services and how complaints are dealt with.

To assist in your decision whether to purchase a life insurance product, we will provide you with a Product Disclosure Statement (PDS). The PDS includes the benefits, risks and features of the product to help you make an informed decision about whether to purchase the product.

Please retain this document along with your PDS in a secure place for future reference.

### Our services

GFS is an Australian Financial Services Licencee. GFS is authorised under this licence to provide general advice and deal in life risk and general insurance products. Real Insurance arranges for

the issue of the life insurance products under this licence.

The life insurance products are issued by Hannover Life Re of Australasia Ltd (Hannover) ABN 37 062 395 484. GFS acts under a binder from Hannover that enables Real Insurance to provide life insurance products on their behalf directly to you. We do not act on your behalf in providing any of our services.

This FSG only details our services provided in relation to life insurance products. If you are interested in our general insurance services please contact us on 131 948.

When you apply for life insurance products, we tell you about the product and collect certain information from you to allow the insurer to determine whether to issue a Policy and on what terms.

Whilst we recommend the life insurance products generally, in making this general recommendation, we do not consider whether it is appropriate for your personal objectives, financial situation or needs as we do not act on your behalf. As a result, you need to consider the appropriateness of any information or general advice we give you, having regard to your personal circumstances before buying.

You need to read the PDS and any other relevant Policy documentation to determine if the product is right for you. If you require personal advice you need to obtain the services of a suitably qualified adviser.

### Compensation Arrangements

We are required by the Corporations Act 2001 (Cth) to operate a compensation arrangement which is designed to compensate retail clients for losses they suffer as a result of a breach by GFS of the obligations outlined in Chapter 7 of the Corporations Act.

To this end GFS has Professional Indemnity Insurance in place which meets the legislative requirements covering GFS activities and includes the conduct of any employees who are no longer employed by GFS but were so at the time of the relevant conduct.

Promoted by



## How are we and other relevant persons paid for the services provided?

Where you buy a life insurance product from us you must pay the premium payable to the insurer for the product. We agree with you on the amount before you purchase the product.

For any Policy or optional covers arranged by Real Insurance, the insurer will pay Real Insurance, depending on the product you purchase, up to 82 percent of each premium paid on a level basis throughout the life of the policy. This is used to cover the costs of marketing, distributing and administering this product, and it is included in the premium you pay and does not cost you extra.

Our staff are paid salaries and may also qualify for extra remuneration depending on performance criteria which can include volume of sales. We have practices in place to ensure the conflicted remuneration requirements as set out in the Corporations Act 2001 are adhered to.

## How can I give you instructions about my financial products?

Simply call **1300 367 325** (Monday to Friday between 8am and 8pm AEST) and one of our telephone consultants can assist you in completing your application over the phone.

## How is my personal information dealt with?

We collect personal information from you to provide the financial services outlined in this document. We may engage third party service providers to collect this information on our behalf. If you do not supply the requested information we may be unable to provide the requested financial service. In providing these financial services we may disclose your personal information to third parties including insurers, reinsurers, our advisers and other insurance service providers. We are unlikely to send your personal information to any foreign jurisdiction and we take steps to ensure our service providers don't either.

You can read more about how we collect, use and disclose your personal information in our Privacy Policy, including how to complain about a breach of the Privacy Principles, which is available on our website or you can request a copy. If you wish to gain access to your information (including correcting or updating it), have a complaint about

a breach of your privacy or have any other query relating to privacy please call **1300 367 325** Monday to Friday between 8am and 8pm AEST.

## What do I do if I have a query or complaint?

We welcome every opportunity to resolve any concerns you may have with our products or service. In the first instance you should call us on 1300 367 325. If your concern is still not resolved to your satisfaction please ask us to escalate your matter or you can write to our Internal Dispute Resolution Committee at:

### Customer Support

Real Insurance  
PO Box 6728  
Baulkham Hills NSW 2153

Your concern will be investigated by an officer with full authority to deal with the concern and you will be informed in writing of the outcome.

If your complaint is not resolved to your satisfaction within 45 days you may be eligible to escalate your dispute to the Financial Ombudsman Service (FOS) at:

### Financial Ombudsman Service

Telephone: 1800 367 287  
Facsimile: (03) 9613 6399  
Website: [www.fos.org.au](http://www.fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Mail: GPO Box 3  
Melbourne Victoria 3001

FOS is an independent complaint review service provided to you without cost. A decision of FOS is binding on us (up to specified limits) but not on you.

## How to contact us

If you would like to obtain further information, provide us with instructions, or if you have any queries about the life insurance products and services we offer, please contact us by calling **1300 367 325** (Monday to Friday between 8am and 8pm AEST) or email [mail@realifecover.com.au](mailto:mail@realifecover.com.au)

Promoted by



Authorised for issue by:  
Greenstone Financial  
Services Pty Ltd