



## **FINANCIAL SERVICES GUIDE**

This FSG was prepared on 1<sup>st</sup> October 2011.

### ***About this Financial Services Guide***

This Financial Services Guide (FSG) describes the services we provide and explains our relationship with the insurers of certain insurance products we deal in. These products are corporate travel insurance, travel insurance, group personal accident insurance, individual personal accident insurance, voluntary workers insurance, journey insurance, expatriate and temporary residents insurance. It explains how we are remunerated for our services in respect of these insurance products, our professional indemnity insurance and describes your rights as our valued client. We give it to you when you ask us to provide insurance.

### ***Other Disclosure Documents You May Receive***

If you decide to acquire the insurance, you will be given a Product Disclosure Statement (PDS) before or at the time you acquire the insurance. The PDS is designed to assist you to make informed choices about your insurance needs. It gives a summary of the benefits and risks associated with, including general information about, the insurance as well as a policy wording (that sets out the specific terms, conditions and exclusions of the cover provided).

### ***Our Services***

We can assist you to obtain insurance for corporate travel insurance, travel insurance, group personal accident insurance, individual personal accident insurance, voluntary workers insurance, journey insurance, expatriate and temporary residents insurance. DUAL Australia Pty Ltd (DUAL), holds an Australian financial services licence (AFSL 280193) and underwrites exclusively on behalf of Lloyd's (Arch Syndicate 2012 and/or Market Syndicate 3000).

We have a binder agreement with Lloyds of London through Arch Syndicate 2012 and/or Market Syndicate 3000 to provide general insurance products in corporate travel insurance, travel insurance, group personal accident insurance, individual personal accident insurance, voluntary workers insurance, journey insurance, expatriate and temporary residents insurance. This means we act as the insurer's agent to arrange insurance policies and handle claims.

If we advise you about insurance, we act as your agent. However, we can only provide general insurance advice; therefore we do not provide personal advice and cannot advise on 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 we are paid?

<b>Commission</b>	We receive a commission from the insurer when we arrange your insurance. This commission varies depending upon the product and is included in the premium quoted to you. 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.
<b>Administration Fee</b>	We may also charge you a fee for arranging the insurance. The amount depends upon the type and/or the complexity of insurance we arrange. This fee is payable in addition to the premium.
<b>Profit Share</b>	At the end of the financial year, we may receive a profit share commission from Arch Syndicate 2012 and/or Markel Syndicate 3000, both Lloyd's of London Syndicates, depending on the performance and profitability of all of the insurance placed with Arch and/or Markel Syndicates by all associated entities of DUAL internationally. That is all insurance placed with Arch and/or Markel Syndicates by DUAL International Limited or its subsidiaries, including DUAL. Profit share is not payable in every year we generally only receive it in years when the portfolio has a good claims experience.
<b>Non-monetary benefits</b>	We have a policy on non monetary benefits which allows our staff to receive benefits such as lunches and gifts/gratuities up to a prescribed amount. If this amount is reached, then the benefit must be referred to the Managing Director who will decide whether it is appropriate for the staff member to receive this gift and whether it will place them in a position of conflict. If the gift is not appropriate or will place the staff member in a position of conflict, the staff member may not be permitted to accept the gift.

## *Who we pay*

<b>Brokers</b>	If your chosen Insurance Broker has assisted you to arrange insurance, the Insurance Broker is acting on your behalf when providing this service and we pay them a commission which is a percentage of the premium you pay.
<b>Our Staff</b>	Our staff are paid an annual salary. They may also receive bonuses based on performance.

## *Important Associations*

DUAL is a subsidiary of DUAL International Limited which is registered in England and Wales under company registration no 3540129 and has its registered office at 140 Leadenhall Street, London, EC3V 4Q (DUAL International). DUAL International is ultimately owned by Hyperion Insurance Group Limited which is registered in England and Wales under company registration no 2937398 and has its registered office at Bevis Marks House, 24 Bevis Marks, London, EC3A7JB. One of our directors is also a director of DUAL International.

## *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 DUAL.

## *What To Do If You Have a Complaint*

If you wish to complain about our services, contact our Complaints Officer on 1300 769 772. We will acknowledge receipt of your complaint within three business days, and attempt to resolve it within fifteen (15) business days.

We are a member of the Financial Ombudsman Service Ltd, 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:

Financial Ombudsman Service Ltd (FOS)  
GPO Box 3 Melbourne Vic  
Telephone: 1300 780 808  
Fax: +61 3 9613 6399  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Internet: [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. As underwriters we may need to pass personal information to third parties for assistance in evaluation risk or responding to claims. We do not trade, rent or sell your information.

You may have access to your personal information held by DUAL upon written request at any time. For more information about our Privacy Policy, ask us for a copy or visit our website at [www.dualaustralia.com.au](http://www.dualaustralia.com.au).

### *How Can You Contact Us?*

We can be contacted at:

DUAL Australia Pty Ltd ABN: 16 107 553257 AFS Licence No: 280193 Address: Level 4, 332 Kent Street, Sydney, NSW, 2000. Ph: 9248 6300 Fax: 92486301
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