

Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to assist you in deciding whether to use our services by giving you information about the type of services we provide, how we are remunerated and your rights when you have a complaint about the services we provide to you.

The FSG describes the financial services and financial products provided by Royal Automobile Association of South Australia Incorporated (RAA) and the authorised representatives of RAA, in relation to RAA Insurance Limited (RAA Insurance) insurance products.

Who are we?

We are the RAA. As an authorised representative (Authorised Representative Number 228575), we provide financial services on behalf of RAA Insurance. In providing those financial services, RAA Insurance acts on its own behalf. We have appointed Agents to act for us. In accordance with the *Corporations Act 2001* (Cth) (Act) we have appointed some of them, or their employees, as authorised representatives.

What are we authorised to do?

RAA Insurance is a product issuer for purposes of the Act. RAA Insurance authorises RAA and its authorised representatives to general financial product advice on general insurance products and arrange for the issue, variation, and cancellation of all RAA Insurance products. These products include Comprehensive Car, Comprehensive H2P, Comprehensive Veteran and Vintage, Third Party Vehicle, Motorcycle and Mobility Scooter, Caravan and Trailer, Home and Contents, Landlord and Short Stay, and Boat insurance.

RAA and RAA Insurance do not authorise any of their representatives to provide financial services or financial products for the above-mentioned products, for any other company.

Binder arrangement with RAA Insurance

RAA acts under a binder given by RAA Insurance, authorising it to enter into general insurance contracts on behalf of RAA Insurance.

RAA acts on behalf of RAA Insurance for all purposes connected with the insurance contracts.

How can I provide you with instructions?

You can give us instructions by phone, email or any other means that we agree with you from time to time.

Documents you may receive

A product disclosure document (PDS) is required to be provided to you at the time RAA Insurance issues you with an insurance product. The PDS is designed to contain the key features, costs, benefits, risks, tax implications and other significant characteristics of the insurance product to enable you to make an informed decision about whether to acquire it.

How are we paid?

RAA Insurance receives the premium that you pay when you buy RAA Insurance products. RAA, as the corporate authorised representative, receives a monthly payment from RAA Insurance, for acting as a product issuer through the RAA Shop network in South Australia and Broken Hill. The payment is based on total premiums received.

RAA employees do not receive commission for individual sales of the RAA Insurance products. However, they do have the opportunity to receive minor rewards.

How do we pay our agents?

RAA's Agents receive commission payments from RAA for the service they provide. Authorised representatives employed by our Agents do not receive commission payments. The commission RAA pays to the Agents is fixed fee of a maximum of \$50 for each policy sold or renewed.

Compensation arrangements

RAA Insurance holds professional indemnity insurance in respect of the financial services it provides. This professional indemnity insurance complies with the Act. The professional indemnity insurance covers all of the financial services that RAA is authorised by RAA Insurance to provide to you.

Financial Services Guide (continued)

How to resolve a complaint or dispute

We want you to be happy with your insurance. If you have a complaint or dispute and are unhappy with something to do with your policy or our service, please call **8202 4567** (Policy) or **8202 4575** (Claims) and speak to one of our consultants, as they may be able to resolve your complaint. You can also make a complaint at one of our shops or by writing to us at membersupport@raa.com.au or 101 Richmond Road, Mile End, SA 5031.

Your complaint will be handled by an appropriate person with the authority, knowledge, and expertise to best handle the situation. We will tell you the name and the contact details of the person assigned to liaise with you about your complaint.

We will keep you informed about the progress of your complaint at least every 10 business days. Unless it is resolved earlier, or you agree to a different timeframe.

If we cannot resolve your complaint or it remains unresolved for 30 days from when you first lodged the complaint, we will tell you the reasons for the delay and the contact details for the Australian Financial Complaints Authority (AFCA). You can seek an external review by contacting AFCA but before a complaint is investigated by AFCA, they will ask that you first talk to us so that we will have an opportunity to resolve the matter.

AFCA is a free service and is an independent and impartial body. You can contact AFCA at:

Website: afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Fax: 03 9613 6399

Mail: Australian Financial Complaints Authority Limited,
GPO Box 3 Melbourne, VIC 3001

Further information about our processes for handling complaints is available at raa.com.au

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