

This FSG is an important document designed to help you decide whether to use the financial services offered.

It contains information about how Cover-More Insurance Services Pty Ltd ABN 95 003 114 145, AFSL 241713 (Cover-More) administers and arranges the policy.

What financial services are provided?

Cover-More holds an Australian Financial Services Licence. It allows Cover-More to provide you with general financial product advice about this travel insurance product and to arrange this product for you. Cover-More is responsible for the provision of these services.

Cover-More acts under a binder authority from the insurer. This means that Cover-More arranges this policy and can handle or settle claims on behalf of the insurer. Cover-More acts for the insurer when providing these services. Full details of Cover-More and the insurer are shown in the relevant Product Disclosure Statement and Information Booklet.

Cover-More is not authorised to give you personal advice in relation to travel insurance. Any advice given to you about travel insurance will be of a general nature only and will not take into account your personal objectives, financial situation or needs. You need to determine whether this product meets your travel needs.

How are we paid?

Cover-More

Cover-More is paid a commission by the insurer when you buy this travel insurance policy. This commission is included in the premium that you pay and is received after you have paid the premium. The commission is a percentage of the premium.

Cover-More may also receive a share of the profit earned by the insurer if the insurer makes an underwriting profit in accordance with the underwriting targets it has set. This amount is calculated and paid retrospectively only when the insurer exceeds its underwriting targets in a given year.

Cover-More employees are paid an annual salary and may be paid a bonus based on business performance.

Bankwest

Bankwest and/or its associates do not receive any commission in relation to cover issued under the Complimentary Overseas Travel Insurance and Other Insurances.

If you upgrade cover (as available, for example, travel delay, a longer period of insurance, specified existing medical conditions and rental car insurance excess) on the Overseas Travel Insurance, it will be subject to the payment of an extra premium by you.

Bankwest will receive a commission in relation to upgraded cover issued by Cover-More on behalf of the insurer. Ask Bankwest for details. Neither Bankwest nor any of its related corporations are an authorised representative of Cover-More or an authorised representative of any of Cover-More's related companies.

For more information on the financial services Bankwest provides, see its Financial Services Guide which can be found at bankwest.com.au.

Further information

For more information about remuneration or other benefits received for the financial services provided, please contact Cover-More by calling 1300 468 340 or by emailing bankwest@covermore.com.au within a reasonable time of receiving this FSG and before you choose to buy this product.

Complaints

If you have a complaint about the financial services provided by Cover-More please refer to the PDS and Information Booklet for details of the complaint resolution process.

Your choices

If you wish to withdraw your consent including for things such as receiving information on products and offers by us or persons we have an association with, or your travel consultant receiving information about your policy and coverage, please contact us.

What professional indemnity insurance arrangements does Cover-More have in place?

Cover-More holds professional indemnity insurance covering errors and mistakes relating to the provision of financial services provided by Cover-More, its employees, its Agent and the Agent's employees (even after they cease to be employed). Cover-More's policy meets the requirements of the Corporations Act 2001 (Cth).

Who is responsible for this document?

Cover-More is responsible for the distribution of the FSG in this document. The insurer is responsible for the PDS and Information Booklet. Cover-More has authorised the distribution of this FSG.

This document was prepared 21 November 2019.