



# Financial Services Guide

Version 1 March 2019

## About this document

This Financial Services Guide (FSG) is issued by MLC Limited, ABN 90 000 000 402 under the requirements of our Australian Financial Services Licence (AFSL) number 230694. In this document “we”, “us”, “our”, “MLC Life Insurance” and “MLCL” refer to MLC Limited.

This FSG is intended to assist you in deciding whether to use the services we provide and products we offer by providing you with information about:

- MLCL and our contact details
- General Advice and insurance MLCL may provide you under its AFSL
- The fees, commissions, charges and other benefits that we pay or may be paid to us, our officers or related entities
- Our complaints handling procedures

## The purpose of this FSG

The purpose of this FSG is to help you understand the general advice services we provide and insurance products we offer through this advice service, to assist you with making an informed decision about our services.

In particular, this FSG concerns Consumer Credit Insurance (CCI) products we may inform you about and offer you. CCI is insurance that is intended to cover your home and personal loans, so that if something were to happen to you, the insurance can help by covering the repayments due.

This FSG has been provided to you as we may contact you, provide you with general advice and possibly also proceed to offer you a CCI product.

## General advice and selling the CCI product to you

MLCL is authorised under its AFSL to provide general financial product advice and also to issue policies relating to its life insurance business, including CCI policies to retail customers.

Providing you have given prior consent, we will contact you to provide you with information about our CCI products.

Our contact with you will be by email and telephone (including via a text message or short message service (SMS) messages). Calls to you will be made by our General Advice Team consultants, employed by us, but other staff may also contact you for servicing and administrative purposes.

Any advice provided to you by us will be of a general nature and may also include factual information about our suite of products. We do not offer “personal advice”. That is, when we provide advice, we do not take into account your personal objectives, financial situation or needs. You should consider your own personal circumstances and needs when making a decision to acquire the insurance product we may offer you.

We provide our general advice service through our staff and General Advice Team consultants. We do not act as a representative of any other organisation.

## Other documents you may also receive

Before you acquire an insurance product issued by us, you will also receive a Product Disclosure Statement (PDS).

The PDS contains important information about the insurance product to help you make an informed decision whether or not to buy the product. It sets out the features, terms and conditions that apply (including exclusions) and information about costs and fees.

You should carefully read the PDS and consider whether the insurance product meets your own objectives and is appropriate for your personal and financial situation before making a decision to purchase.

## How are we paid for the services we provide?

MLCL will not charge you any fees for providing general advice over the phone, in relation to the insurance products outlined in this FSG. If you acquire a product issued by MLCL, the fees and/or premiums you will pay for the product are described in the PDS. A quote will be provided to you based on the cover you have selected.

You will not be charged any other fees for this service other than the premium of the product.



## What commissions, fees or other benefits do we receive?

MLCL staff and sales consultants are salaried employees of MLCL and do not receive any portion of any fees or premiums paid to MLCL in connection with the financial services or products referred to in this FSG.

Our staff may be entitled to receive additional monetary or non-monetary benefits/rewards from programs conducted by MLCL. Rewards or monetary benefits may include bonuses, the level which may depend on the overall performance of the company and adherence to the compliance framework as well as other measurements on a balanced scorecard.

MLCL will not receive any other form of remuneration other than the premiums for the insurance product(s) purchased.

## Referrals to MLCL

If you have been referred to us by a third party (such as your banker or broker) and you acquire a CCI product from us, we will pay an amount to the referrer (or their responsible corporation or organisation). The amount we pay depends on the premium you pay for the insurance product you have acquired and the arrangement we have entered into with the referrer. The amount we pay is no more than 20% of the premium payable for the first year of the insurance. The commission that is payable is factored into the premium you pay for your insurance.

## Relationships and associations

MLC Life Insurance is a life insurance business, operated by MLC Limited. Nippon Life Insurance holds a majority 80% of the shares in MLC Limited. National Australia Bank (NAB) has a 20% shareholding of MLC Limited. MLC Limited is no longer part of the NAB Group of Companies. MLC Limited is part of the Nippon Life Insurance Group.

Referrals from NAB will also result in the payment of an amount to NAB as set out in the section above.

There are no associations or relationships other than those mentioned in this FSG that would influence us when providing financial services to you.

## Compensation arrangements

MLCL is required to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act 2001 (Cth) by MLCL or our representatives. MLCL has professional indemnity insurance in place that satisfies these requirements.

## Privacy

We will collect personal information about you (including sensitive information). We need to do this to process your application for insurance and any claims you may make on the insurance. We also need to do this to administer your insurance policy.

Any personal information collected about you will be handled in accordance with our Privacy Policy available at **[mlcinsurance.com.au/privacy-policy](http://mlcinsurance.com.au/privacy-policy)**.

If you have a question about how we have handled your personal information, we want to hear from you. We're committed to resolving any questions or concerns about the information we hold about you.

## Our complaints procedure

If you have an enquiry or complaint about your insurance or our service to you, you should contact us. In many cases, we can respond to your enquiry and resolve your complaint quickly. Please contact us on 1300 280 133 to discuss your enquiry or concerns.

If we can't sort out the problem over the phone, or you're not satisfied with the outcome, please write to us on:

- The Complaints Manager  
MLC Life Insurance Resolve  
PO Box 23501  
Docklands VIC 3008

If you are not satisfied with the outcome provided by the MLCL Resolve Team, you may contact the external disputes resolution organisation below:

The Australian Financial Complaints Authority

**Online:** [afca.org.au](http://afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Phone:** 1800 931 678

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

## Contact Us

MLCL Debt Protection Insurance

**Telephone:** 1300 280 133

**Email:** [Debtinsurance.enquiries@mlcinsurance.com.au](mailto:Debtinsurance.enquiries@mlcinsurance.com.au)

**Mail:**  
PO Box 23455  
Docklands Vic 3009 Australia