



FINANCIAL SERVICE GUIDE

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Compare Club Australia Pty Ltd (trading as Compare Club) and Advizer Pty Ltd (trading as Compare Club Life Insurance and Life Insurance Comparison, together "Advizer")) are authorised representatives of Alternative Media Pty Limited ("the Licensee").

Advizer (authorised representative number is 459414), through its brokers, provides financial product advice and dealing services to customers, predominantly via the telephone.

Compare Club Australia (authorised representative number is 1279036) provides general advice on the Compare Club website and in marketing material prepared by the Compare Club group.

References to "our" and "we" refer to Advizer and Compare Club Australia, unless otherwise indicated.

This Financial Services Guide ("FSG") provides you with information that will help you decide whether to use the financial services we offer. It explains:

- who we are and how to contact us
- what services we are authorised to provide
- our business relationships
- how you can complain about an issue relating to us
- how we manage your personal information

Our contact details are:

Address: Level 10, 201 Sussex Street, Sydney NSW 2000

Email: life@compareclub.com.au

Phone: 1300 904 624

Website: compareclub.com.au

About the Licensee

Alternative Media Pty Ltd, ABN 17 149 089 716, is an Australian Financial Services Licensee, Licence number 486326.

Registered office: Level 10, 201 Sussex Street, Sydney, NSW, 2000.

The Licensee has approved the distribution of this Financial Services Guide (FSG) and has authorised us to provide advice and other services, as outlined in this FSG.

Not independent

We are not independent because we receive commissions on life insurance products we arrange for you. For this reason, we are not considered independent, impartial or unbiased.

WHO WE ARE AND THE FINANCIAL SERVICES WE OFFER

We are authorised to provide general advice about and arrange for the issue of, life insurance products (life cover, total and permanent disability cover, trauma cover, income protection cover and business expenses insurance). Because life insurance is sometimes purchased through superannuation, we are also authorised to provide general advice about and arrange for the issue of, interests in superannuation, but only for the purpose of funding life insurance.

When we give you general advice, or help you to apply for life insurance, we act on your behalf, not on behalf of any insurer.

General advice means the advice does not take into consideration your personal needs, objectives or circumstances. We will not consider whether the product and its features are appropriate for you. Therefore it is important that you consider whether products are appropriate for your needs and circumstances. You should also consider the relevant Product Disclosure Statement ("PDS"), which your broker will give to you if you request a quote from us for a particular life insurance product.

The PDS is:

- prepared by the insurer and contains key information about the life insurance product, including details about the product's features, benefits, costs, risks, and other important terms and conditions;
- designed to help you make an informed decision about the product by providing clear and concise information.

You can provide any special instructions by writing to us at life@compareclub.com.au or calling us on the phone, on 1300 904 624.

TYPES OF FINANCIAL PRODUCTS WE ARE AUTHORISED TO DEAL IN

- Life insurance products.
- Superannuation (limited to insurance held through superannuation)

We maintain an Approved Product List (APL) and only provide financial services in relation to products on that list. Our APL may change from time to time. A list of insurers we currently work with is included on page 3 of this FSG.

We do not compare all insurers or all life insurance products available in the market.

HOW WE ARE PAID - ADVIZER

We are paid commissions by the relevant insurer for life insurance policies we arrange for you.

Commissions are calculated as a percentage of the insurance premium paid by you. Commissions are not an additional cost to you.

Initial commissions:

Up to 66% (incl. GST) of the first year's premium for new policies implemented from 1 January 2020.

We may receive commissions on increases or additions to policies issued before then of up to 130%.

Ongoing commissions:

Up to 27.5% (incl. GST) of the insurance premium each following year.

For example: On insurance policies implemented from 1 January 2020, if your insurance premium was \$1,000, we could receive an initial commission of up to \$660 and an ongoing commission of up to \$220 pa.

Our employees are paid a salary and also receive a share (up to 60%) of the initial commission we receive, in addition to their salary. The amount of commission depends on factors such as the amount of business (or policies) the broker arranges and various quality metrics.

OTHER BENEFITS WE MAY RECEIVE

From time to time, we may receive other non-monetary benefits valued at less than \$300 from product issuers, such as training sessions or other professional development opportunities or invitations to functions. Such benefits are recorded in our Gifts and Benefits Register, a copy of which is available on request.

REFERRAL ARRANGEMENTS

Referrals to us:

We, or our Licensee, may pay a benefit to third parties, in exchange for that third party referring clients to us.

The amount of the benefit payable by us may be up to 30% of the commission we receive from the relevant insurer if you purchase a life insurance product.

We may also pay a benefit of up to \$100 to staff of other companies within the Compare Club group for referrals to us. If we pay a referral fee, up to 37.5% of that fee is also payable to their employer.

These benefits are not an additional charge to you.

Referrals by us:

From time to time, we may refer customers to third parties for advice or services, and those third parties may pay us a referral fee. We are not responsible for the advice or services they provide.

Our brokers may also receive a referral fee of up to \$150 if they refer you to another division of Compare Club and that person is able to help you purchase a new product. Their manager and Advizer may also receive a fee as well.

OUR BUSINESS RELATIONSHIPS

We have commercial arrangements with the insurers on our APL. We do not compare products from insurers who are not on our APL and we do not compare every product issued by the insurers on our APL.

Our current panel for new business includes:

- AIA Australia
- Clearview
- Encompass
- Integrity
- TAL
- MLC
- MetLife
- NEOS
- OnePath
- Zurich

HOW TO MAKE A COMPLAINT

If for any reason you are not satisfied with our services and would like to make a complaint, please follow the steps outlined:

- **Step 1:** Contact our Client Services team by:

Phone: 1300 904 624

Email: Compliance@compareclub.com.au

Mail: Address your complaint to: Compare Club
Level 10, 201 Sussex St, Sydney, NSW 2000

We will acknowledge receipt of your complaint within 24 hours. We will discuss the matter with you and if possible, will take steps to rectify it immediately.

- **Step 2:** We will provide you with a written response to your complaint within 30 calendar days of the complaint being made. However, if the complaint is complex or there are circumstances that are beyond our control which cause delays to the management of the complaint, we may require additional time. We will let you know if this is the case.

- **Step 3:** If we are unable to resolve your complaint to your satisfaction, you may refer it to the Australian Financial Complaints Authority (AFCA).

AFCA provides a fair and independent financial services complaint resolution service at no cost to you. You can lodge your complaint with AFCA: :

- **Online:** www.afca.org.au
- **Email:** info@afca.org.au
- **Phone:** 1800 931 678
- **Mail:** Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

A list of countries where these service providers are located can be found in our Privacy Policy, available on our website: <https://compareclub.com.au/privacy-policy/>

Your information may be used to provide information about opportunities that may be useful or relevant to you through direct marketing (you can opt-out at any time).

Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Further details on how we collect, use, disclose and protect your personal information can be found in our Privacy Policy.

PROFESSIONAL INDEMNITY INSURANCE

We, and our Licensee, have professional indemnity insurance in place to meet the requirements of the Corporations Act 2001 (Cth). This insurance covers the financial services we are authorised to provide.

HOW WE CARE FOR YOUR PERSONAL INFORMATION

At Compare Club, your privacy is important to us.

We collect your personal information to enable us to provide you with our services, including arranging for policies to be issued to you and to meet our legal and regulatory obligations.

Any personal information you give to us, either through our website or over the phone, is kept confidential. We use this information to provide our comparison services to you, and will provide it to product issuers if you apply for a life insurance policy they issue.

Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist us and the Licensee to provide financial services to you.