

# FINANCIAL SERVICES GUIDE (FSG)

## Purpose and content

This FSG was prepared on 1 October 2022. It describes the financial services provided by the Caravan Industry Association of Australia Ltd (CIAA) ABN 70 057 668 041 (CIAA), and is designed to help you decide whether to use them. It includes important information including about:

- How CIAA (and other relevant people) is paid; and
- How complaints relating to CIAA's financial services are dealt with.

## About CIAA

CIAA is an authorised representative of NM Insurance Pty Ltd ABN 34 100 633 038 AFSL 227186 (NM Insurance). Its ASIC authorised representative number is 001299378

CIAA provides general financial product advice about, and arranges for consumers to purchase Let's Go Caravan Insurance caravan and motorhome insurance policies issued by NM Insurance.

CIAA acts on behalf of NM Insurance and not you when doing these things.

Advice provided by CIAA does not take into account a person's objectives, financial situation or needs so before making a decision about insurance, make sure you:

- Consider its appropriateness for you in light of these things; and
- Read the relevant Product Disclosure Statement and Target Market Determination at [lets gocaravaninsurance.com.au](https://lets gocaravaninsurance.com.au).

NM Insurance is responsible for the financial services provided by CIAA and has authorised distribution of this FSG.

## About NM Insurance

NM Insurance is a leading insurance agency operating under brands including Let's Go Caravan Insurance.

NM Insurance issues Let's Go Caravan Insurance policies and assesses claims relating to them, under a binding authority from the insurer, Zurich Australian Insurance Ltd ABN 13 000 296 640 AFSL 232507 (ZAIL).

NM Insurance act on behalf of ZAIL and not you when doing these things.

## Contact us

CIAA	NM Insurance
<b>Postal Address:</b> 9/10 Hudson Rd, Albion, Qld 4010	<b>Postal Address:</b> PO Box 6156, North Sydney, NSW 2059
<b>Phone:</b> 03 9815 2015	<b>Phone:</b> (02) 8920 1157
<b>Email:</b> <a href="mailto:info@caravanindustry.com.au">info@caravanindustry.com.au</a>	<b>Email:</b> <a href="mailto:contact@nminsurace.com.au">contact@nminsurace.com.au</a>
<b>Website:</b> <a href="https://caravanindustry.com.au">caravanindustry.com.au</a>	<b>Websites:</b> <a href="https://nminsurace.com.au">nminsurace.com.au</a>

## Other documents CIAA and/or NM Insurance may provide

If CIAA offers to arrange a Let's Go Caravan Insurance policy for you, they'll provide you with a link to a Product Disclosure Statement (PDS). The PDS contains important information about the features, benefits, terms and conditions that will apply to the policy.

To make an informed decision, please download, save and read the PDS before buying insurance.

NM Insurance has published Target Market Determinations (TMDs) in relation to Let's Go Caravan Insurance products. The TMD describes the target market for the relevant product and is available at [nminsurace.com.au/product-design-distribution-policy](https://nminsurace.com.au/product-design-distribution-policy).

If you'd like a PDS, TMD or this FSG to be sent to you by email, please contact us using the contact details above.

If you make an insurance claim and NM Insurance offers to settle this fully or partially with a cash payment, you'll receive a Cash Settlement Fact Sheet if there are other settlement options available.

## How CIAA and NM Insurance are paid

If you buy, vary or renew a Let's Go Caravan Insurance policy:

- NM Insurance will receive a commission of up to 35%; and

- NM Insurance will pay CIAA a commission of 2 – 13.5%,

of the base premium you pay for the policy.

NM Insurance charges the following fees in relation to Let's Go Caravan Insurance products:

- An administration fee of \$70 plus GST when you purchase a policy;
- An endorsement fee of \$0 - \$55 plus GST if you vary your policy mid term;
- A cancellation fee of \$0 - \$55 plus GST if you cancel your policy mid term.

Endorsement and cancellation fees depend on the amount of the premium payable by or refundable to you.

NM Insurance may receive an annual profit share from ZAIL. The profit share is a percentage of the net profit (if any) earned by ZAIL in respect of policies issued by NM Insurance. It is calculated by ZAIL based on premiums generated less certain costs, expenses, fees and liabilities in relation to relevant policies.

NM Insurance will earn interest on premium paid to us while it is in our trust account. This interest is retained by us.

### **Associations**

The Let's Go Caravan Insurance brand was established through a business partnership between NM Insurance, CIAA and Insurance Advisernet Australia Ltd ABN 81 072 343 643 (**IAA**).

IAA receives a commission of 1.5 - 3.5% of the base premium you pay when you purchase, vary or renew a policy.

NM Insurance is a majority owned subsidiary of Steadfast Group Ltd (ABN 98 073 659 677) (**SGL**). SGL may receive a professional services fee (**PSF**) from insurers, premium funders and underwriting agencies such as us (**Partners**) for access to regulatory and compliance support; marketing and communications; data insights; and access to technology platforms. The PSF is an agreed amount between SGL and the relevant Partner, usually annually. The PSF is not determined by the volume of the business that Steadfast Network brokers place, nor is the amount of the PSF known to Steadfast Network Brokers, so it is not able to influence recommendations to their clients.

NM Insurance may have access to shared services from SGL, including: compliance tools; procedures; manuals and training; legal; HR; banking; and group purchasing arrangements. These services are funded by SGL, subsidised by SGL or SGL receives a fee for them. SGL's FSG is available at [www.steadfast.com.au](http://www.steadfast.com.au) or on request by telephoning SGL's Company Secretary on +61 2 9495 6500.

### **Compensation arrangements**

NM Insurance has professional indemnity insurance in place which satisfies the requirements for compensation arrangements under section 912B of the *Corporations Act 2001* (Cth). This covers NM Insurance and CIAA for claims made as a result of our conduct or that of our employees (or former employees) when providing authorised financial services.

### **Our complaint handling procedures**

NM Insurance is committed to meeting and exceeding its customers' reasonable expectations whenever possible and would like to know if they haven't been met.

You can make a complaint about any aspect of your relationship with us including the conduct of our agents and representatives. We will attempt in good faith to resolve your complaint in a fair, transparent and timely manner. We aim to comply with the General Insurance Code of Practice and any relevant Australian Securities and Investments Commission guidelines

Complaints should be referred to NM Insurance in the first instance:

**Email:** [disputes@nminsurace.com.au](mailto:disputes@nminsurace.com.au)

**Phone:** (02) 8920 1157

If we do not make a decision within the period that we tell you we will respond, we will tell you about your right to lodge your complaint with an external dispute resolution scheme.

If you are not happy with our response to your complaint, you can refer it to the Australian Financial Complaints Authority (**AFCA**). AFCA provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its rules.

AFCA's contact details are:

**Website:** [www.afca.org.au](http://www.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

For more information about our complaints process visit [nminsur.com.au/feedback-complaints/](https://nminsur.com.au/feedback-complaints/).

## **Privacy**

NM Insurance is committed to protecting your privacy.

We collect the personal information we need to assess insurance applications, provide quotations, issue insurance policies and assess claims made under them. We may not be able to do these things if you don't provide the information we need.

We provide your personal information to ZAIL and our related companies. We may also provide relevant personal information to our trusted suppliers including financiers, loss adjusters, assessors, surveyors, repairers, professional advisers, document storage centres and IT providers.

We may use your contact details to send you marketing communications that we believe will be of interest to you. You can opt out from receiving these at any time. Our Privacy Policy contains more information about how we manage your information including how you can access it, ask us to correct it or make a privacy related complaint. This is available free of charge at [nminsur.com.au/privacy/](https://nminsur.com.au/privacy/) and request by telephone: (02) 8920 1157 or email: [contact@nminsur.com.au](mailto:contact@nminsur.com.au).

## **General Insurance Code of Practice**

ZAIL subscribes to and NM Insurance and CIAA comply with the General Insurance Code of Practice which is designed to raise standards of practice and service in the general insurance industry. The Code Governance Committee (**CGC**) is an independent body that monitors and enforces compliance with the Code. For more information about the Code or the CGC, visit [www.codeofpractice.com.au](http://www.codeofpractice.com.au).