
FINANCIAL SERVICES GUIDE

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ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is designed to assist you to decide whether you wish to use any of the services we provide. It contains information about how we and others are remunerated in relation to the services, and about how you may access our internal and external dispute resolution procedures.

This guide is made up of:

Part 1 – containing information about us and the services we can provide to you; and

Part 2 – containing information relevant to each Australian Financial Services Licensee on whose behalf we are authorised to act.

Please keep this document in a safe place for your future reference.

OTHER DISCLOSURE DOCUMENTATION

You may also receive one or more of a Statement of Advice (“SoA”) or General Advice Warning (“GAW”), and a Product Disclosure Statement (“PDS”).

- A **Statement of Advice** contains information about any personal advice we give you so that you can make an informed decision about whether or not you act upon it. Personal Advice is advice that takes into account any one or more of your objectives, financial situation and needs. The **Statement of Advice** will contain advice, the basis on which it is given and information about how we are remunerated, as well as any associations or relationships which may have influenced the advice. A **Statement of Advice** must be given at the same time, or as soon as practicable after, personal advice is provided.
- A **General Advice Warning**, if given, will warn you that any advice given is of a general nature and does not take your personal needs, objectives or financial situation into account.
- If we make a recommendation that you acquire a particular financial product, or offer to issue, or arrange the issue of a particular financial product to you we will also provide you with a **Product Disclosure Statement**. A **Product Disclosure Statement** sets out the significant features of the product as well as other information and details required by law to be included in a **Product Disclosure Statement** and will assist you to compare and make informed choices about financial products. We will give it to you before you make your purchasing decision.

PART 1

ABOUT YOUR FINANCIAL SERVICES AUTHORISED REPRESENTATIVE

<p>Oz Credit Pty Limited ABN: 97 084 149 913 (“Oz Credit”) PO Box 3427 Rhodes Shopping Centre NSW 2138 Tel: 1300 667 477 Fax: 02 9395 4399</p>

Authorised Representative Number: 268806

The person issuing this FSG is employed by Oz Credit Pty Limited or by Oz Credit’s agent.

Oz Credit is a Corporate Authorised Representative of the Licensee(s) listed in PART 2 of this guide and is authorised to provide the services detailed in that part on their behalf. This Financial Services Guide is distributed under the authorisation of each of the licensees.

Associations and relationships

Oz Credit is a wholly owned subsidiary of AFICO Pty Ltd A.C.N. 109 262 357 (“AFICO”) and may provide financial products and services branded by its related corporation Australian Insurance Corporation Pty. Ltd. ABN 14 082 812 619 (“AIC”) AFS Licence 309889.

If you purchase a financial product through Oz Credit, both Oz Credit and AIC may be paid a part of the total remuneration payable by the relevant licensee and detailed in PART 2 of this Guide.

GENERAL ADVICE WARNING

We are required to inform you that where an Authorising Licensee authorises us to give advice* we only give General Advice and we warn you that:

- the advice given does not take into account your objectives, financial situation or needs; and
- because of this, you should, before acting on the advice, consider the appropriateness of the advice, having regard to your objectives, financial situation and needs; and
- you should refer to the Product Disclosure Statement relating to the product and consider the Statement before making any decision about whether to acquire the product.

[* The financial Services and advice we are authorised to provide are contained in PART 2 of this FSG.]

REMUNERATION AND OTHER BENEFITS

You may be charged a fee for our services. We will tell you if this is the case and agree with you on the type of fee to be charged, how it is to be calculated and when it is payable before we provide our service.

We may also receive a commission (or share of it) for our services from our licensees or the product issuer if our licensee is not the product issuer.

In some cases we receive an up front commission which is part of the total premium payable by you for the product. It is a percentage of either the:

- Gross Written Premium (“GWP”) being the total amount of premium paid by the customer to the insurer in respect of the insurance arranged, or
- Net Premium (“NP”) being GWP less stamp duty, fire services levy (where applicable), GST and any other government charges, taxes, fees or levies.

The commission varies depending on the licensee, product issuer and product. Commission may be received by us when we receive your premium or by the end of the month or such later time as agreed with the licensee or product issuer. It is paid each time you buy or renew a policy and in some cases when you vary it.

We may receive all, or a share, of other forms of commission. These include profit share and volume bonus commission. They are payments from the product issuer and/or licensee based, over an agreed period, on:

- the profit that they earn on certain business; and/or
- the volume of certain business we introduce to them, within an agreed period.

It may be a percentage of the profit (or levels of profit) or an agreed amount depending on the level of profit achieved and may be paid monthly, quarterly, annually or as otherwise agreed.

Our representatives may also receive:

- an annual salary which may include additional remuneration based on performance against sales targets and/or other performance criteria
- various soft dollar payments such as business related conferences, study trips, or other functions paid for by the product issuers, our licensees or our principals.

Where a third party has referred you to us, we may share with them part of the amount of commission or fees we receive in relation to the relevant product or service we provide to you or pay them an agreed referral fee.

Further details of the remuneration (including commission) and benefits we may receive that are particular to each licensee are set out in part 2.

IF YOU HAVE A COMPLAINT OR DISPUTE

Whether or not we are able to resolve your problem ourselves we are obliged to promptly refer all complaints or disputes to the relevant Licensee. All Licensees have internal dispute resolution procedures and are required to be a member of an ASIC approved external dispute resolution service (“EDRS”). If we or the Licensee are unable to resolve your complaint internally it will be referred to their EDRS which may be able to resolve the dispute.

HOW YOU CAN PROVIDE INSTRUCTIONS TO US

If you want to provide us with instructions in relation to the financial services and products we can offer, contact us using the details provided above.

PART 2

AUSTRALIAN FINANCIAL SERVICES LICENSEE DETAILS

We are authorised to provide financial services on behalf of the following licensees:

THE HOLLARD INSURANCE COMPANY PTY. LIMITED (“HOLLARD”)

ABN 78 090 584 473
AFSL No: 241436
Address: Level 24, 259 George Street
Sydney, NSW 2000
Tel: 02 9253 6600
Fax: 02 9253 6699
Email: customer_care@hollard.com.au

Authorised Financial Service

We are authorised to do the following on behalf of Hollard in accordance with the terms of our agreement with them:

- Issue, apply for, acquire, vary or dispose of the financial products listed below. There is no binding authority which means that only the product issuer can agree to issue, vary or dispose of these products
- Provide general financial product advice (but NOT personal financial product advice) in relation to the financial products listed below

ASSOCIATIONS OR RELATIONSHIPS

The Hollard Insurance Company Pty. Ltd. underwrites badged products for:

- Australian Insurance Corporation Pty. Ltd. ABN 14 082 812 619 (“AIC”) *

HOW WE ARE PAID

The following sets out further details of the relevant remuneration we may receive from the licensee in relation to the provision of our financial services.

* If you purchase an AIC branded product through Oz Credit both Oz Credit and AIC will receive part of the total remuneration payable by Hollard and detailed below.

AIC PRODUCTS

COMMISSION RATE

Motor Vehicle Insurance	Up to 30% of GWP
Shortfall Insurance	Up to 55% of GWP
Consumer Credit Insurance	Up to 20% of GWP
Vehicle Warranty Insurance	Up to 55% of GWP

OTHER REMUNERATION, COMMISSIONS AND LIMITS

Monetary and/or non-monetary benefits, such as store gift vouchers, to no greater than 7.50% of the GWP of the relevant product may be payable.

AIC has been appointed as administrator of products issued on behalf of Hollard and will receive the following administrative fees:

Motor Vehicle Insurance	A policy fee of \$150
Shortfall Insurance	A policy fee of \$100
Vehicle Warranty Insurance	A policy fee of \$100

AIC has entered into a profit share arrangement with Hollard which may result in an unascertainable amount being paid to AIC that equates to a portion of the premium remaining after all expenses have been incurred and where the policy is no longer at risk or subject to provision.

ALLIANZ AUSTRALIA INSURANCE LIMITED (“Allianz”)

ABN 15 000 122 850
AFSL No: 234708
Address: 2 Market Street
SYDNEY, NSW, 2000
Tel: 13 10 00
Fax: 02 9390 6756
Website: www.allianz.com.au

Authorised Financial Service

We are authorised to do the following on behalf of Allianz in accordance with the terms of our agreement with them:

- Arrange, issue, apply for, acquire, vary or dispose of the financial products listed below. There is no binding authority which means that only the product issuer can agree to issue, vary or dispose of these products.
- Provide general financial product advice (but NOT personal financial product advice) in relation to the financial products listed below.

ASSOCIATIONS OR RELATIONSHIPS

In relation to any life risk insurance products arranged by Allianz, it acts on behalf of the relevant life insurer not you. In some cases, Allianz may have a binding authority from the life insurer and will tell you if this is the case. In performing these services, Allianz acts under its own AFS licence.

HOW WE ARE PAID

The following sets out further details of the relevant remuneration we may receive from the licensee in relation to the provision of our financial services.

ALLIANZ PRODUCTS

COMMISSION RATE

Consumer Credit Insurance (Regulated)	Up to 20% of GWP
Consumer Credit Insurance (Unregulated)	Up to 40% of GWP
Motor Equity Insurance	Up to 55% of GWP
Extended Warranty Insurance	Up to 50% of GWP
Motor Vehicle Insurance	Up to 20% of GWP

OTHER REMUNERATION, COMMISSIONS AND LIMITS

We may also receive an incentive* on Motor Equity Insurance based on the achievement of agreed sales targets. The incentive is paid periodically and will not exceed 10% of the premium less GST and Stamp Duty.

In addition, we may receive an incentive* on Motor Vehicle Insurance/Consumer Credit Insurance based on the achievement of agreed sales targets. The incentive is paid periodically and will not exceed 4% of the premium less GST and Stamp Duty.

From time to time we may also participate in sales incentive schemes, competitions and/or on-going promotions. We may also receive, on occasion, sales, marketing and promotional materials or financial assistance to assist in the promotion of Allianz insurance products. The benefit obtained from these promotions and promotional materials will not exceed 5% of annual Motor Vehicle, Motor Equity and Motor Vehicle Warrant premium, less Stamp Duty and GST.

[*Incentive and volume bonus payments may be paid direct to us or via our related corporation AIC.]