



## Financial Services Guide

Virgin Money (Australia) Pty Ltd ("Virgin Money")

ABN 75 103 478 897

Authorised Representative Number 280884

This is definitely worth a quick read because it will help you understand the role of Virgin Money in bringing you Virgin Car Insurance or Virgin Home and Contents Insurance. It contains information on our services, how we are remunerated and how we deal with complaints and other details to help you decide whether to use the services provided by us.

Separately, the Virgin Car Insurance or Virgin Home and Contents Insurance Product Disclosure Statement (PDS) will explain all the details about the product and will help you decide whether or not to buy the product. If you would like a copy of the PDS, you can download a copy from [virginmoney.com.au](http://virginmoney.com.au).

The following service providers are involved in bringing Virgin Car Insurance or Virgin Home and Contents to you:

- Auto & General Services Pty Ltd (ABN 61 003 617 909; AFSL 241411) ("AGS") arranges the insurance on behalf of the product Issuer, Auto & General Insurance Company Limited (ABN 42 111 586 353; AFSL 285571) ("AGIC"). AGS and AGIC together are referred to as "Auto & General".
- Telesure Group Services (Proprietary) Limited (**TGS**) (AR Number 1299513) is an Authorised Representative of AGS. TGS is authorised to provide the same financial services for the same products AGS provides and works for AGS and on AGS' behalf in relation to the general insurance products that Virgin Money offers.

This FSG is issued by Virgin Money and focuses on us and our role.

### General advice warning

It is important that you understand and are happy with your purchase decision. Any advice you receive is general advice only and has been prepared without taking into account your objectives, financial situation or needs. Before acting on the advice, you should obtain a copy of the relevant PDS and consider it carefully before deciding whether or not to acquire this product.

### Our services and authorisations

Virgin Money acts as the promoter for Virgin Car Insurance or Virgin Home and Contents Insurance. Virgin Money is an Authorised Representative (Authorised Representative Number 280884) and owner of Virgin Money Financial Services Pty Ltd ("VMFS"). VMFS holds an Australian Financial Services Licence (AFSL 286869) and has authorised Virgin Money to deal in general insurance products and provide the general financial product advice which appears on the advertising and marketing material for the Virgin Car Insurance or Virgin Home and Contents Insurance products. VMFS has authorised Virgin Money to distribute this Financial Services Guide.

### How are we paid?

Virgin Money receives commission from Auto & General where we introduce a person to Auto & General and they are issued a Virgin Car Insurance or Virgin Home and Contents Insurance policy. The commission can be up to 30% of the premium paid. Virgin Money may also receive a bonus based on pre-determined car insurance portfolio financial performance objectives. All commissions and bonuses are included in the cost of the insurance product.

AGS remunerates TGS by covering their administrative costs which are attributable to the services they provide (including the processing of claims) plus, in some cases, a 20% mark-up over these costs.

Virgin Money staff are paid a salary. In addition, they may receive bonus payments or other benefits that are discretionary and based on pre-determined performance objectives. They do not receive any commission, fees or bonuses for giving general financial product advice.

AGS' and TGS' staff and representatives are paid a salary and may receive bonuses.

### How we pay other parties

If you have been introduced to us by another person or entity with whom we have an arrangement to provide this service, we may pay them a referral fee or commission of up to 60% of the premium paid should you take out a Virgin Car Insurance or Virgin Home and Contents Insurance policy. All commissions and referral fee costs are included in the insurance premium and are not an additional cost to you.

### What should you do if you have a complaint?

We are committed to attempting to satisfactorily answer any questions and resolve any problems or complaints you may have regarding the products and services provided. If you have any questions or complaints about our advertising, marketing material, products offered, representatives or your specific policy, please contact the Complaints Manager at the address shown at the end of this Guide. If you are not satisfied with the response, you may then contact: the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Phone: 1800 931 678 (free call)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
For more information go to [www.afca.org.au](http://www.afca.org.au)

### How we use your personal information

We are committed to protecting your privacy. Information supplied by you will be used to assist you with your insurance needs. We do not trade, rent or sell your information. Virgin Money may use your personal information to offer you other products and services we think you may be interested in. You can check the personal information we hold about you at any time. For further information on our privacy policy, please contact us for a copy.

### Compensation arrangements

Virgin Money and VMFS hold Professional Indemnity (PI) insurance. The PI cover is maintained in accordance with the law; is subject to its terms and conditions; and provides indemnity up to the sum insured for the activities of the employees and Authorised Representatives in respect of the financial services authorised under the Australian Financial Services Licence of VMFS.

### Contact details

Virgin Money (Australia) Pty Ltd  
ABN: 75 103 478 897  
Authorised Representative No: 280884

Virgin Money Financial Services Pty Ltd  
ABN: 51 113 285 395  
Australian Financial Services License No. 286869

PO Box R1801, Royal Exchange  
SYDNEY NSW 1225  
Ph (02) 8249 8000  
Fax (02) 8249 8001