



Financial Services Guide

June 2021

Virgin Money (Australia) Pty Limited ("VMA")

ABN 75 103 478 897 Authorised
Representative Number 280884

Purpose of the Financial Services Guide

This Financial Services Guide (FSG) is provided by VMA ("We", "Us"). Its purpose is to provide information about

- the services provided in relation to this FSG,
- how VMA and their representatives are remunerated, and
- your rights as a client, including how to access the complaints process.

When purchasing an insurance product, you will be provided with a Product Disclosure Statement (PDS) from the relevant product issuer. The PDS contains information about the product to help you make an informed decision about whether or not to purchase the product. You should read the PDS prior to making any decision about acquiring, cancelling or disposing of or making changes to the relevant financial product.

The financial services being provided

VMA 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 VMA to deal in life and general insurance products and provide the general financial product advice which appears in the advertising and marketing material on the Virgin Money-website and other material promoted by VMA.

VMFS has authorised VMA to distribute this Financial Services Guide. VMA is a wholly-owned, but non-guaranteed, subsidiary of Bank of Queensland Limited ABN 32 009 656 740.

Who do we act for

VMA acts as the promoter for the third party products set out in the following table:

THIRD PARTY PRODUCT	ISSUER OF PRODUCT
Virgin Home and Contents Insurance	Auto & General Insurance Company Limited ABN 42 111 586 353 AFSL 285571 ('Auto & General')
Virgin Car Insurance	Auto & General Insurance Company Limited ABN 42 111 586 353 AFSL 285571
Virgin Travel Insurance	AWP Australia Pty Ltd trading as Allianz Global Assistance ABN 52 097 227 177 AFSL 245 631 (Insurer: Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL 234708)

VMA may also refer you to Lifebroker Pty Ltd ACN 115 153 243 AFSL 400209 ('Lifebroker') in relation to life and income protection insurance products. Lifebroker Pty Ltd is a comparison site designed to help you with your life insurance needs. You should note that Lifebroker do not compare all life insurers or policies in the market. Lifebroker is a wholly-owned subsidiary of National Financial Solutions Pty Ltd ("NFS") ABN 92 083 177 011, AFSL number 284182. The relevant insurers have appointed NFS, the parent company of Lifebroker, to distribute the Lifebroker products and NFS authorises their distribution through Lifebroker.

General advice warning

It is important that you understand that any advice you receive from VMA 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 the product.

Remuneration and commission

Virgin Car and Virgin Home and Contents Insurance products

VMA 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.

Virgin Travel Insurance

VMA receives a commission from Allianz Global Assistance who has been authorised to act on Allianz Australia Insurance Limited's behalf to deal in and handle and settle claims in relation to travel insurance products underwritten by Allianz, in connection with your policy. The commission which Virgin Money can be up to 30% of the premium you pay for an insurance policy issued to you and is included in the premium you pay. It is only paid if you buy a policy.

Lifebroker referrals

Virgin Money earns a commission from Lifebroker for each customer that purchases a policy through the Lifebroker website or contact centre. The commission consists of an upfront commission which is up to 30% of any upfront commission and up to 20% of any renewal commission that NFS receives from the relevant product issuer.

If you would like more information about the remuneration that Virgin Money receives, please ask us.

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.

If you have a question or 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

For more information go to www.afca.org.au

Your privacy

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. VMA 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. The way in which we collect, use and disclose your personal information is set out in our policy available on virginmoney.com.au.

Professional indemnity (PI) insurance

VMA 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 of VMA in respect of the financial services authorised under the Australian Financial Services Licence of VMFS.

How to contact us

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Authorised Representative No: 280884

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