



Financial Services Guide

Date prepared: 9 December 2021

This Financial Services Guide is provided by TAL Direct Pty Limited ABN 39 084 666 017 ('TAL Direct' or 'the Licensee'). TAL Direct holds an Australian Financial Services Licence (AFSL 243260) and is related to one of the insurers, TAL Life Limited ABN 70 050 109 450 AFSL 237848 ('TAL Life'). TAL Direct is responsible for the entirety of the FSG and has authorised its distribution. TAL Direct and TAL Life Limited are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (TAL).

IAL Life Pty Limited ABN 15 137 509 936 has been appointed as an Authorised Representative (No. 427847) of TAL Direct.

TAL Direct has authorised IAL Life Pty Limited to provide general financial product advice about life insurance that appears in the advertising and marketing materials only.

About this guide

TAL Direct is required by law to provide you with this FSG so that you can understand the services offered and decide whether they suit your needs. This FSG contains important legal information, including information about:

- the authorised services offered
- the way remuneration is paid
- who provides the services
- how complaints are dealt with.

Who are our representatives?

TAL Direct has appointed a number of trained and dedicated staff to be representatives of TAL Direct. These people have received specialist training to discuss the products we offer and are responsible for any financial service provided over the telephone. You can provide instructions to our representatives by calling us using the contact details in this FSG.

Our services

When you are referred to NRMA Insurance and speak to a representative, that person represents TAL Direct. TAL Direct is authorised under its Australian Financial Services Licence to:

- provide financial product advice on life risk, and superannuation to retail clients
- provide general advice only on general insurance products to retail clients
- deal in life risk, superannuation and general insurance products to retail clients
- arrange superannuation products to retail clients.

What does “general financial product advice” mean?

“General financial product advice” is general information about a financial product.

It’s important to understand this as we do not provide personal advice or make recommendations about whether a product is suitable for you as an individual. Before acting on the advice, consider whether it is appropriate for you, keeping in mind your own objectives, financial situation and needs.

Product Disclosure Statement

We will provide you with a copy of the Product Disclosure Statement (PDS) when you enquire about NRMA Life Insurance, Income Protection or Funeral Insurance.

The PDS sets out important information you should consider when deciding to use a certain product, including the insurer and the benefits, features and costs of the product. You can read the PDS prior to receiving a call from a TAL Direct representative or, if you like, you can ask the representative to read it to you.

Who we act for

When our representatives provide financial product advice, arrange for the insurer to issue policies or renew policies they are acting for TAL Direct. TAL Direct is also authorised to issue and administer policies on behalf of certain insurers under an arrangement called a “binder”. These insurers are for life cover, TAL Life Limited ABN 70 050 109 450 AFSL 237848, of Level 16, 363 George Street Sydney NSW 2000, and for Involuntary Unemployment Cover, St Andrew’s Insurance (Australia) Pty Ltd ABN 89 075 044 656 AFSL 239649 of Level 6, 100 Skyring Terrace, Newstead Qld 4006. This means that we are acting on behalf of the above insurers when we arrange a policy and not for you.

How we are paid

When you buy an NRMA Life Insurance policy, NRMA Funeral Insurance or an NRMA Income Protection policy, the premium is paid to the insurer/s. When a TAL Direct representative is involved in arranging a policy for you, he or she may receive a commission from TAL. The amount of commission is dependent on a number of factors including the number of policies issued and the quality of the representative’s conduct. If we give you general advice you are entitled to request details of this remuneration and may do so by contacting us on the number specified in this FSG.

IAL Life Pty Limited is remunerated by way of commission received from TAL for Life Insurance, Income Protection and Funeral Insurance policies sold under the NRMA Insurance brand. The commission is up to 27% inclusive of GST for Life Insurance and Income Protection, and 21.2% inclusive of GST for Funeral Insurance, of each premium paid while the policy is in force.

Where involuntary unemployment cover is arranged, TAL is paid a commission from St Andrew's of 36%. This commission is included in the premium and there is no additional cost to you.

Professional indemnity insurance

To help ensure that our customers are financially covered whatever happens, TAL has professional indemnity insurance covering the activities of all licensees within TAL, including TAL Direct. This professional indemnity cover:

- is maintained in accordance with the law
 - is subject to its terms and conditions
 - provides indemnity up to the sum insured for the activities of the representatives of TAL and TAL Direct in respect of the financial services we provide.
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Dispute resolution

NRMA Insurance and TAL 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 NRMA Insurance or TAL's products offered or representatives, or about your specific policy, please contact the Internal Dispute Resolution Team on the details below:

Telephone: 1300 996 143

Email: contact@nrmlife.com.au

In writing: Reply Paid GPO Box 5380,
Sydney NSW 2001

We will attempt to resolve your complaint within 30 days of the date it is received. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints to AFCA. You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

Your privacy

Personal and sensitive information is collected from you to enable us, NRMA, and the Insurers to provide the services and products to you. Further information may be requested from you at a later time, such as if you want to make alterations to your insurance policy or when you make a claim. If you do not supply the requested personal and sensitive information, the services and products may not be able to be provided to you and any claim you make may not be able to be assessed or paid until the information is received.

The way in which your information is collected, used and disclosed, how you can access and correct that information, and what to do if you would like to make a complaint about a privacy issue, is described in each entity's respective privacy policy. These are available free of charge on request by contacting us, or at:

www.tal.com.au or call 1300 996 143

www.nrma.com.au or call 132 132

www.standrews.com.au or call 1300 363 159

The privacy policies contain details about the following:

- The kinds of personal information that may be collected and held
- How that personal information may be collected and held
- The purposes for which that personal information may be collected, held and used
- Circumstances in which that personal information may be disclosed
- How you may access personal information held about you and how you can correct that information
- How complaints will be dealt with regarding privacy issues

In arranging and administering your insurance, your personal information may be disclosed to the Insurer(s) and their related bodies corporate and, where necessary, third parties such as: your employer, general practitioners or health professionals, to verify the information you may

provide; related bodies corporate and partner organisations of TAL Direct, TAL Life and IAL Life (including companies based overseas); reinsurers; trustees; organisations to whom mailing, administration, legal, tax, accounting, audit, and information technology is outsourced; the Insurance Reference Service; investigators; government departments (if required or authorised to do so); or to any person acting on your behalf such as an attorney, lawyer, financial adviser, accountant or legal personal representative.

If you have any questions relating to your privacy, please contact us using the contact information in this FSG. Information regarding the privacy rights of individuals is also available at the website of the Office of the Australian Privacy Commissioner, oaic.gov.au.

Opt-out

From time to time we may use your information to offer, invite you to apply or promote and market our products and services to you. We may do this by phone (where we have your valid consent), mail, email, SMS or other electronic messages. Your consent shall remain in effect in accordance with relevant law or until you tell us otherwise. If you wish to update your marketing preferences (including if you would prefer to receive telemarketing calls at certain times or days) or opt out (including if you do not want to receive telemarketing calls, or do not want to receive any further information on other products or services we offer), please contact us using the details in this FSG.

Contact

Telephone: 1300 996 143

Email: contact@nrmlife.com.au

In writing: Reply Paid GPO Box 5380, Sydney NSW 2001

Promoter

IAL Life Pty Limited

ABN 15 137 509 936

Lvl 15, Tower Two, Darling Park, 201 Sussex Street, Sydney NSW 2000

Authorised Representative No. 427847 of TAL Direct

Distributor

TAL Direct Pty Limited

ABN 39 084 666 017 AFSL 243260

(TAL Direct)

Level 16, 363 George Street, Sydney NSW 2000

Insurers

TAL Life Limited

ABN 70 050 109 450 AFSL 237848

Level 16, 363 George Street, Sydney NSW 2000

St Andrew's Insurance

(Australia) Pty Ltd

ABN 89 075 044 656 AFSL 239649

Level 6, 100 Skyring Terrace, Newstead Qld 4006