

# INSURANCE



## Financial Services Guide

### Provided by your Authorised Representative

This Financial Services Guide (FSG) describes the financial services offered by Toyota Finance Australia Limited ABN 48 002 435 181, Australian Financial Services Licence and Australian Credit Licence Number 392536 trading as Toyota Insurance, (TFAL), your motor dealer, any labour-hire company they may use (Contractor), and your salesperson (together our 'Representatives'). This FSG is designed to assist you in deciding whether to use those services. It explains our remuneration, and how any complaints you may have will be dealt with. We give you the FSG when you ask to discuss insurance. We will also give you a Product Disclosure Statement (PDS) prior to purchasing any insurance from us. The PDS sets out information about the insurance policy to help you decide whether to acquire the policy.

#### Our services

TFAL is authorised to issue, and provide general advice to customers on, general insurance products, and life insurance products limited to consumer credit insurance.

Your motor dealer has been appointed by TFAL as an authorised representative to arrange for the issue of, and to provide general advice on, general insurance products, and life insurance products limited to consumer credit insurance. Your salesperson is either an employee of your motor dealer or a Contractor. Your salesperson (and any relevant Contractor) is also an authorised representative of TFAL with the same authorisations as your motor dealer, except any Contractor has a limited authority to provide financial services through your salesperson while engaged by your motor dealer.

If you are provided with advice, it is general in nature and does not take into account your objectives, needs or financial situation. Before making a decision to purchase any insurance on which we provide advice, you should consider the appropriateness of the advice for your objectives, needs and financial situation, and also obtain and consider the PDS for the product.

#### Who we act for

TFAL has arrangements with a number of insurers and AFS licensees to offer insurance services. When we provide you with insurance, we act as an agent for the insurer. We have a binding authority with Aioi Nissay Dowa Insurance Company Australia Pty Ltd ABN 11 132 524 282, AFSL Number 443540 (Adica). This means that when we issue an insurance policy underwritten by Adica, we are acting for the insurer and not on your behalf. All insurance underwritten by Adica is issued by us under this binder agreement, except if you have purchased your insurance online from Toyota Insurance, in which case we have arranged for Adica to issue the insurance for you. However, in all cases we still act as the agent of the insurer. TFAL also shares some common ownership with Adica. Our Representatives act on behalf of TFAL, and therefore also act as agent of the insurer, and not as your agent.

#### How we are paid

TFAL receives a commission on new business and renewals calculated as a percentage of the base premium (the premium less GST and other government taxes and charges), or a fixed dollar fee, or both for the insurance services provided to you. The commission and fees are paid to us by the insurer.

We may also receive a profit share commission from some insurers if we generate a certain amount of business. The amount of the profit share commission depends on the performance of the portfolio.

TFAL remunerates your motor dealer for their role in arranging your insurance. This is paid out of the commission paid by the insurer. Your motor dealer receives a flat fee, a commission calculated as a percentage of the premium you pay (excluding taxes and charges), or a combination of both, depending on the policy you choose and its features. If your salesperson is employed by a Contractor, the motor dealer pays a proportion of the commission they receive to the Contractor.

Your salesperson is paid a salary by their employer, and may receive a performance bonus if they achieve certain performance targets. The employer may, at their discretion, pay to your salesperson a proportion of the commission they receive. The salesperson may also participate in a rewards point programme, where they receive 'reward points' to acquire goods or services.

Our Representatives receive soft dollar commissions from TFAL and insurers from time to time. This may include, but is not limited to, conferences, travel, sponsorships, and other gifts. You can ask for more information about the remuneration within a reasonable period after receiving this FSG and before any insurance services described in this FSG are provided to you, unless agreed otherwise.

#### What if you have a complaint?

If you are unhappy with the service you receive in relation to insurance, contact TFAL on 137 200 or emailing by [complaints@toyota.com.au](mailto:complaints@toyota.com.au). If you are unhappy with our decision, you may refer your dispute to the Australian Financial Complaints Authority (AFCA). There is no charge for this service, and a decision of AFCA is binding on us but not on you. You can contact AFCA by calling 1800 931 678 or emailing [info@afca.org.au](mailto:info@afca.org.au).

#### Professional indemnity insurance

TFAL, our Representatives, and our respective employees are covered under professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act. The insurance (subject to its terms and conditions) will continue to cover claims in relation to our respective employees who no longer work for us (but who did at the time of the relevant conduct).

#### How we use your personal information

TFAL, your motor dealer, and your salesperson are committed to protecting your privacy. We use and disclose the information you provide to issue your insurance and for any other purposes outlined in our privacy policy. If you don't provide us with full information, we may not be able to provide you with insurance. We do not rent or sell your information. For more information about how to access the personal information we hold about you, how to have the information corrected and how to complain if you think we have breached the privacy law, ask us for a copy of our Privacy Policy or visit our website.