

medibank life insurance

Financial Services Guide

Issue date: 27 September 2021 | Issue number: 3

medibank
Life Insurance

Financial Services Guide (FSG)

This FSG is an important document designed to help you make an informed decision about whether to use the services provided in relation to Medibank life insurance products.

It tells you who the parties are, how you can contact the parties, the services provided by each party, whom they act for, the remuneration the parties and other relevant persons may receive for the services, and how complaints are dealt with.

To assist in your decision whether to purchase a life insurance product, you are provided with a Product Disclosure Statement (PDS). The PDS includes the benefits, risks, features and terms and conditions of the product to help you make an informed decision about whether to purchase the product.

Who the parties are

The financial services referred to in this guide are provided by Greenstone Financial Services Pty Ltd (**GFS**) of 58 Norwest Boulevard, Norwest NSW 2153, Tel 1300 766 085, ABN 53 128 692 884, AFSL 343079 and its Authorised Representative Medibank Private Limited (**Medibank Private**) of 720 Bourke Street, Docklands VIC 3008, Tel 132 331, ABN 47 080 890 259, AR 286089.

Medibank life insurance products are issued by Swiss Re Life & Health Australia Limited, ABN 74 000 218 306 (**Swiss Re**). Please refer to the PDS for further information.

In this FSG, 'we', 'us' and 'our' refer to GFS and Medibank Private collectively.

This Financial Services Guide is issued by GFS and Medibank Private, and GFS authorises Medibank Private to distribute this on its behalf.

The services that are provided

Medibank life insurance products are promoted and distributed by Medibank Private as the Authorised Representative of GFS. Medibank Private does not act for you. A full list of the Medibank life insurance products available can be found online at **medibank.com.au/life**

GFS is authorised by Swiss Re to enter into Medibank life insurance policies on its behalf. GFS acts under a binder which means that it can make decisions on behalf of Swiss Re as if it were Swiss Re in accordance with the terms of the binder.

GFS is an Australian Financial Services Licensee (AFSL No 343079). GFS is authorised under this licence to provide general advice and to deal in relation to life risk and general insurance products. GFS has appointed Medibank Private to act as its Authorised Representative when providing general advice and, for some products, dealing services. When dealing, GFS has appointed Medibank Private to act as its Authorised Representative when providing general advice and, for some products, dealing services. When dealing, GFS and/or Medibank Private, depending on the manner by which you purchase a product, will arrange for the issue of the Medibank life insurance products.

When you apply for a Medibank life insurance product, we will tell you about the product and collect certain information from you to determine whether the policy can be issued.

Whilst the parties recommend the Medibank life insurance products generally, in making this general recommendation, neither Medibank Private nor GFS have considered whether it is appropriate for your personal objectives, financial situation or needs as the parties do not act on your behalf. As a result, you need to consider the appropriateness of any information or general advice given to you, having regard to your personal circumstances before buying.

You need to read the PDS and any other relevant policy documentation to determine if the product is right for you. If you require personal advice, you need to obtain the services of a suitably qualified adviser.

How the parties and other relevant persons are paid for the services provided

Where you buy a Medibank life insurance product, you must pay the premium payable to Swiss Re for the product. We agree with you on the amount of the first year's premium before you purchase the product and can provide an estimated projection of premiums for future years upon request.

For any policy arranged by GFS and distributed by Medibank Private, Swiss Re will pay a commission of up to 53.98% of each premium to GFS, paid on a level basis throughout the life of the policy.

GFS will then pay up to 25% of each premium to Medibank Private, paid on a level basis throughout the life of the policy.

These amounts are paid out of the total premium payable by you for the policy.

Medibank Private's staff who provide services in relation to Medibank life insurance products receive an annual salary from Medibank Private, which includes bonuses based on performance criteria.

GFS representatives are staff or management who are authorised to provide general advice and deal in relation to Medibank life insurance products.

GFS's representatives are paid salaries and may also qualify for extra remuneration depending on performance criteria.

We have practices in place to ensure the conflicted remuneration requirements as set out in the Corporations Act 2001 (Cth) are adhered to.

Compensation arrangements

GFS is required by the Corporations Act 2001 (Cth) to operate a compensation arrangement which is designed to compensate retail clients for losses they suffer as a result of a breach by GFS of the obligations outlined in Chapter 7 of the Corporations Act (Cth).

To this end, GFS has Professional Indemnity Insurance in place which meets the legislative requirements covering GFS activities and includes the conduct of any employees who are no longer employed by GFS but were so at the time of the relevant conduct.

How you can find out more about Medibank life insurance products

Simply phone GFS on **1300 766 085**, Monday to Friday, between 8am and 8pm (AEST).

How your personal information is dealt with

We collect personal information from you to provide the financial services outlined in this document. We may engage third party service providers to collect this information on our behalf. If you do not supply the requested information, we may be unable to provide the requested financial service. In providing these financial services, we may disclose your personal information to third parties including insurers, reinsurers, our advisers and other insurance service providers. We are unlikely to send your personal information to any foreign jurisdiction.

From time to time, Medibank Private may send you marketing materials about other products or services which they think could be of interest to you. Methods of communication of these materials include email or text message. If you wish to withdraw your consent for Medibank Private to send you marketing materials, please call **1300 766 085**, Monday to Friday between 8am and 8pm (AEST).

You can read more about how GFS collects, uses and discloses your personal information (including how to complain about a breach of the Privacy Principles) in its Privacy Policy, which is available at [greenstone.com.au/privacy-policy.html](https://www.greenstone.com.au/privacy-policy.html) or you can request a copy. You can also obtain a copy of Medibank Private's Privacy Policy at [medibank.com.au](https://www.medibank.com.au) or drop into a Medibank Private store.

If you wish to gain access to your information (including correcting or updating it), have a complaint about a breach of your privacy or have any other query relating to privacy, please call **1300 766 005**, Monday to Friday, between 8am and 8pm (AEST).

If you have a query or complaint

We hope that you never have a reason to complain, but if you do, we will do our best to work with you to resolve it. To lodge a complaint or if you require assistance to lodge a complaint, please contact us using one of the following means:

Phone: 1300 766 085

Writing: Dispute Resolution Manager
Medibank Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

Email: service@life.medibank.com.au

Our complaint resolution process has three steps.

1. Initial response

Usually when you have a complaint, we can resolve it immediately on the phone. If we can't immediately resolve your complaint to your satisfaction, it will then be referred for review by an independent team. Initially, we will refer your complaint to our centralised complaints team who will acknowledge receipt of your complaint within 1 business day where reasonable. If we are still unable to resolve your complaint within 5 days or your complaint is in relation to hardship or a declined or disputed benefit claim, we will advise you that your complaint has been escalated for review by our Internal Dispute Resolution Team (**IDR Team**).

2. Internal Dispute Resolution

All matters escalated to our IDR Team will be responded to in writing within 30 days. After full consideration of the matter, a written final response will be provided that will outline the decision reached and the reasons for the decision.

Where there is a possibility that the 30 day timeframe may not be met (for example if the matter is particularly complex or where there are circumstances outside of our control), we will contact you before the end of the 30 day period advising of the delay and outlining the reasons for the delay.

3. External Dispute Resolution

In the unlikely event that your complaint is not resolved to your satisfaction by the IDR Team, or a final response has not been provided within 30 days, you may be eligible to refer your matter to the Australian Financial Complaints Authority (**AFCA**) provided your matter is within the scope of the AFCA's Complaints Resolution Scheme Rules. AFCA is an independent dispute resolution service provided free of charge. You may contact AFCA at:

Australian Financial Complaints Authority

Mail: GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678

Website: afca.org.au

Email: info@afca.org.au

How to contact us

If you would like to obtain further information, please phone GFS on **1300 766 085**, Monday to Friday between 8am and 8pm (AEST). Please retain this document for your future reference.

Authorised for issue

This FSG was prepared by Medibank Private and GFS. Medibank Private and GFS are respectively responsible only for those parts of this FSG that are expressed to relate to them. Swiss Re has approved references to it in this FSG.

For more information about Medibank
life insurance products, or to apply:



1300 766 085



medibank.com.au/life