

Peachii

**Financial
Services Guide**



Introduction

This Financial Services Guide (**FSG**) describes the services we provide and explains our relationship with the insurer of Peachii Personal Property Policy (**Insurance**). It is designed to assist you in deciding whether to use any of our services and it explains how we and our associates are remunerated for our services, our professional indemnity insurance, how we handle any complaints you may have, and describes your rights. We give it to you when the Insurance is being offered to you.

You will also be given a Product Disclosure Statement for the Insurance before or at the time you choose to take out the Insurance. The PDS describes the main features of the policy. You may also be directed to the Target Market Determination (**TMD**) for the product. The TMD describes the type of customers for whom the Insurance is appropriate, based on their likely needs, objectives and financial situation as well as the product features. Reading these documents will help you to decide if the Insurance suits your needs, objectives and financial situation. These documents will be supplied electronically unless you tell us you would like to receive those documents in a different form.

This FSG was prepared on 15th March 2024.

All references in this FSG to 'we', 'us' or 'our' are references to Peachii Insurance Holdings Pty Ltd (ABN 68 651 168 802) (**Peachii**) and Insurance Policy Services Pty Ltd (ABN 69 665 093 149) (**IPS**)

Who we are

We can assist you to obtain insurance for personal property insurance as an agent of the insurer, Pacific International Insurance Pty Limited (ABN 83 169 311 193 (AFS Licence No. 523921))(**Pacific**).

We each hold an authorisation to act as an authorised representative of Asia Mideast Insurance and Reinsurance Pty Ltd ACN 079 924 851 (**AMIR**), who holds Australian Financial Services License number 239926. Peachii's Authorised Representative number is 1306395 and IPS's Authorised Representative number is 1306394. As our authorising licensee, AMIR is responsible for the financial services that we will provide to you. AMIR has authorised the distribution of this FSG.

Important associations

Peachii and AMIR have a binder agreement with Pacific for the issue of the Insurance. This means we act as the insurer's agent to issue this insurance and handle claims, we do not do so on your behalf. IPS also acts on behalf of Pacific and Peachii to deliver customer service, policy administration and claims handling services to customers.

How we are paid

If you decide to purchase the insurance, you will be charged a premium based on your risk profile. The total amount you will pay is the premium plus any amount payable in relation to any stamp duty, goods and services tax and other government charges, taxes, fees and levies.

When you purchase, vary or renew the Insurance, we will receive a 20% commission from the insurer. We share this commission with AMIR. Our commission is included in the premium (excluding taxes and statutory charges) quoted to you. This amount is not an additional cost to you.

If we have been performing well, we may also receive an annual profit share commission from Pacific. Because of the nature of insurance policies, claims and other factors, we are unable to give exact details of how much profit commission is earned. The amount we receive will depend on the profitability of our insurance business, factoring in Pacific's costs such as claims and reinsurance.

For further information about remuneration and commissions, you may contact us using the details under 'Contact Information' in this FSG.

Who do we pay

Our staff receive a salary for their work and may receive a bonus based on how well they have been performing. Any bonus they receive is based on their performance and is not connected to the sale of the Insurance.

We have partnered with certain retailers to distribute the Insurance. We pay them up to 5% of the commission and fees we earn for arranging the Insurance on their website.

We may from time to time enter into referral arrangements with third parties. We pay up to 5% of commission to referrers. If we pay them any remuneration or other benefits for referring you to us, they will disclose this information at the time of making the referral.

Compensation arrangements

We have professional indemnity insurance in place which covers us (and our employees) for any errors or mistakes relating to the provision of financial services. This insurance meets the requirements of the *Corporations Act 2001 (Cth)* and covers the financial services provided by us, provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

Lodging a complaint

If you wish to complain about the financial services provided by us, contact Peachii's Complaints Officer on + 61 447 766 154.

Peachii will acknowledge receipt of your complaint within 1 business day and attempt to resolve it within 5 days. A final decision will be made within 30 calendar days of the date on which you first made the complaint.

AMIR is a member of the Australian Financial Complaints Authority (**AFCA**), an external dispute resolution scheme. If you are unsatisfied with the manner in which Peachii handles your complaint, you are entitled to take your complaint to them.

Their contact details are on their website at www.afca.org.au or via phone at 1800 93 16 78. You can access this scheme for free and any decision they make is binding on AMIR but not on you.

Contact information

You can contact us or our authorising licensee using the contact details shown below:

Peachii Insurance Holdings Pty Ltd

ABN: 68 651 168 802
AR No: 1306395

PO Box 2216,
Kardinya WA 6163

Ph: + 61 447 766 154

Email: policy@peachii.com

Insurance Policy Services Pty Ltd

ABN: 69 665 093 149
AR No: 1306394

1005 Botany Road,
Rosebery NSW 2020

Ph: 1800 067 873

Email: admin@nsure.com.au

Asia Mideast Insurance And Reinsurance Pty Ltd

ABN: 67 079 924 851
AFS Licence No: 239926

Unit 2405, 87 Shoreline Drive
Rhodes NSW 2138

Ph: +61 2 9929 9877

Email: info@amir.com.au