

Financial Services Guide

This financial services guide is provided by TAL Direct Pty Limited ABN 39 084 666 017 ('TAL Direct', 'the Licensee', 'we', 'us' and 'our'). TAL Direct holds an Australian Financial Services Licence (AFSL 243260) and is related to the insurer TAL Life Limited ABN 70 050 109 450 AFSL 237848 ('TAL Life'). TAL Direct and TAL Life are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies ('TAL').

Qantas Airways Limited ABN 16 009 661 901 ('Qantas', 'the Promoter') has been appointed as an Authorised Representative (Authorised Representative Number 261363) of TAL Direct. TAL Direct has authorised Qantas to provide general financial product advice about life insurance that appears in the advertising and marketing materials only.

Purpose of this Financial Services Guide

We are required by law to provide you with this Financial Services Guide (FSG). This document outlines important legal information as required by the Corporations Act 2001. It contains important information about the authorised services we offer, the remuneration received by us, our service providers and our internal and external dispute resolution services. This FSG is designed to assist you in deciding whether to use any of the authorised services. TAL Direct is responsible for the content of this FSG and has authorised its distribution.

Who are our representatives?

A number of representatives have been appointed by TAL Direct to provide a financial service over the telephone and via web chat. These people have received specialist training to discuss the products we offer. You can provide instructions to our representatives by contacting us using the contact details in this FSG.

Our services

When you are referred to Qantas and speak to a representative, that person represents TAL Direct which 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; and
- arrange superannuation products for retail clients.

What does general financial product advice mean?

It is important that you understand that we only provide general advice. We do not provide personal advice or make recommendations about the suitability of the product for you. Therefore, before acting on the advice, you should consider whether it is appropriate for you, having regard to those factors.

Product Disclosure Statement

We will provide you with a copy of the Product Disclosure Statement (PDS) when you enquire about Qantas Life Insurance. Before you make a decision to acquire or continue to hold a Qantas Life Insurance policy, you should carefully review the PDS. The PDS sets out the important information you should consider when deciding to acquire a certain product, including the insurer and the benefits, features and associated costs of the product. Please contact us if you require another copy of the PDS.

Who we act for

Qantas Life Insurance is distributed by TAL Direct. TAL Direct is acting for itself when providing a financial service. Policy administration is carried out by TAL Life Limited.

Disclosure of remuneration

When you purchase insurance, you will be required to pay a premium and this will be paid to the insurer of the product. The premium includes any commission payable by the insurer for distributing the product so you do not need to pay any extra. Where a representative arranges a policy for you over the telephone, that representative may in addition to their salary 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 provide you with a financial service you are entitled to request details of this remuneration, and may do so by contacting us on the number specified in this FSG. There may be circumstances where additional commissions, bonuses and non-cash incentives are paid and these will accrue from time to time. These are not an additional cost to you.

We may also pay referral fees or commission to people or organisations that refer new customers to us. The referral fee may be paid in the form of an upfront commission and/or periodical trail fees. This will be at no additional cost to you. In addition to paying referral fees, TAL may from time to time give other non-cash benefits to referral partners. Qantas is remunerated by TAL Direct for life insurance policies sold under the Qantas brand. The commission is up to 30% inclusive of GST of each premium paid while the policy is in force. These commission payments are of no additional cost to you. As of 30 June 2021, Qantas no longer receives commission on premiums for life insurance policies sold under the Qantas brand.

Dispute resolution process

We offer an internal dispute resolution service in relation to any concerns you may have about us or any of our representatives. If a dispute is not resolved to your satisfaction through our internal dispute resolution service, you may then refer your concern to an external dispute resolution service. These services are free of charge to you.

Internal dispute resolution service

In the first instance, we hope that our representatives can handle any concern you may have. Please call or write to us first. If you are not satisfied with our initial response, please ask to speak to the Internal Dispute Resolution Team who will handle your matter personally, or write to our Complaints Officer at:



The Manager,
Internal Dispute Resolution Team
Qantas Life Insurance
GPO Box 5380, Sydney NSW 2001



qantas.com/LifeInsurance



13 49 60

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 ask for your consent to attempt to resolve it within a further set period.

External dispute resolution service

If an issue has not been resolved to your satisfaction within 30 days of lodging your initial complaint, 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.



afca.org.au



info@afca.org.au



1800 931 678



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.

Professional indemnity insurance

TAL Direct is part of TAL and we confirm that TAL retains professional indemnity (PI) insurance to cover the activities of licensees within TAL, including TAL Direct. This 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 representatives of TAL and TAL Direct.

Your privacy

Qantas and TAL Direct are well aware of the importance of maintaining the confidentiality of the personal information you provide to us and we take all reasonable steps to handle the information you provide in accordance with the Privacy Act 1988 (Cth), the 13 Australian Privacy Principles and any relevant privacy codes.

Personal and sensitive information is collected from you to enable Qantas, TAL Direct and TAL Life to provide their products and services 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 provide the requested information to us we may not be able to provide our products and services to you or pay your claim.

The way in which your information is collected, used, secured, disclosed and managed, 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 set out in our respective Privacy Policies at <https://www.qantas.com/au/en/support/privacy-and-security.html> and <https://www.tal.com.au/privacy-policy> and are free of charge on request.

In processing and administering your insurance (including at the time of claim) your personal information may be disclosed to third parties, including, but not limited to, general practitioners or health professionals to verify any health information you may provide, and other companies within the Qantas and the TAL groups of companies.

The accuracy of the information you provide is important and if you need to update or correct any information, please let us know. Generally you are entitled to obtain access to the information which we hold about you, subject to limited exceptions and should you require access to information please let us know.

If you have any questions regarding the privacy of your personal information or questions about our information handling practices you can contact us. Should you want to know more about privacy rights and other privacy issues, there are a number of useful resources available at the website of the Office of the Australian Information Commissioner at 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.

How to contact us



13 49 60



hello@qantasinsurance.com



Qantas Life Insurance
GPO Box 5380, Sydney NSW 2001

Promoter

Qantas Airways Limited
ABN 16 009 661 901 ARN 261363
10 Bourke Road, Mascot NSW 2020

Distributor

TAL Direct Pty Limited (TAL Direct)
ABN 39 084 666 017 AFSL 243260
Level 16, 363 George St, Sydney NSW 2000

Issuer

TAL Life Limited
ABN 70 050 109 450 AFSL 237848
Level 16, 363 George St, Sydney NSW 2000

Date prepared

This FSG was prepared on 9 December 2021