

# Financial Services Guide

This Financial Services Guide (FSG) is an important document. It provides you with information about Nadic Insurance Brokers. The FSG is designed to assist you in deciding whether to use the services we offer. It includes information about the services provided, the remuneration paid for those services and how any complaints you may have will be dealt with.

## About Nadic

Nadic Insurance Brokers (**Nadic**) [ABN 51 003 419 350 AFSL No. 233769] holds an Australian Financial Services Licence (AFSL) that authorises it to provide the financial services set out in this **FSG**. **Nadic** may act as an agent or as an intermediary on behalf of a product issuer, which includes issuers of general and life insurance products.

**Nadic** hold a distribution agreement for TravelCard Real-Time Insurance product with **TCA** Insurance Services Pty Ltd (**TCA**) [ABN 76 621 476 220 AR No. 1262773] Level 47 MLC Centre, 19 Martin Place Sydney NSW 2000, an authorised representative of the Insurer, The Hollard Insurance Company Pty Ltd (**Hollard**) [ABN 78 090 584 473 AFSL 241436]

## About Teachers Health

Teachers Federation Health Ltd (**Teachers Health**) [ABN 86 097 030 414 AR No. 270604] is working with **Nadic** to provide financial services in relation to Travel insurance products.

**Teachers Health** is an authorised representative of **Nadic** to provide general advice on the TravelCard Real-Time Insurance product issued by **TCA**.

## Our services and authorisations

**Nadic** is authorised under its AFSL to provide financial product advice (general and personal) and to deal in financial products on behalf of others. Financial products include general and life insurance.

When purchasing an insurance product, you will be given a Product Disclosure Statement (**PDS**). This document contains information about the insurance product to help you make an informed decision about whether or not to buy the product.

Any advice that is contained in the PDS is general only and does not take into account Your individual needs, objectives or financial situation or of those Insured Persons that are covered under the insurance product.

## How is Nadic paid?

**Nadic** may receive a commission or other payment from insurers of the insurance product offered by **Nadic**. The commissions payable (usually monthly) to **Nadic** are usually calculated as a percentage of net premium paid for new and renewed insurance policies as follows:

- ✓ Up to 20% of the net premium for policies for TravelCard Real-Time Insurance product (issued by **TCA** Insurance Services Pty Ltd);  
We do not pay referral fees or receive any profit share or volume bonuses from insurers.

You may request particulars of the remuneration (including commission) and any other benefits **Nadic** is entitled to receive in relation to the insurance policies within a reasonable time after you receive this **FSG** and before **Nadic** provides you with any of the financial services.

All advisers receive a salary and may receive bonuses payable based on the overall performance of our business.

## How is Teachers Health paid?

**Teachers Health** will receive a percentage of the commissions from new and renewed TravelCard Real-Time Insurance policies from **Nadic**. It is only paid if you buy a policy.

You may request particulars of the remuneration (including commission) and any other benefits.

## Electronic delivery of disclosure notices

**Nadic** prefers to provide all correspondence and disclosure notices (including the **FSG** and **PDS**) to you electronically, via email or links to websites etc.

If purchasing over the telephone **TCA** Contact Centre staff will direct you to links to websites where notices are available.

Should you not wish to be sent disclosure documents electronically please advise **Nadic** and we will update our records accordingly.

## What should you do if you have a complaint?

If you have a complaint about the life and general insurance services provided by **Nadic** or about the insurance product, you should contact us on **1800 000 001**. We will attempt to resolve your complaint within 14 days.

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

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 (free call)

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

## Professional Indemnity Insurance

**Nadic** has professional indemnity insurance in place which covers it and its authorised representatives for any errors or mistakes relating to the life insurance services. This insurance meets the requirements of the Corporations Act 2001 (**Cth**) and meets claims even after our employees and authorised representatives no longer work for Us (but who did at the time of the relevant conduct), provided that We are notified of the claim when it arises and this is done within the relevant policy period.

## How we use your personal information?

**Nadic** and **Teachers Health** are committed to protecting your privacy. Information supplied by you will be used to offer, arrange and issue your travel insurance. We may supply your personal information to the insurer for this purpose. You can check the personal information we hold about you at any time. For further information on our respective privacy policies, please contact us for a copy or visit [nadic.com.au](http://nadic.com.au).

The distribution of this **FSG** has been authorised by **Nadic** and applies from **31 May 2019**

## Nadic Insurance Brokers Pty Ltd

ABN: 51 003 419 350

AFS Licence No. : 233769

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Ph **1300 883 849**

## Teachers Federation Health Ltd

ABN: 86 097 030 414

Authorised Representative No. : 270604

260 Elizabeth Street Surry Hills NSW 2010

Ph **1300 728 288**