



FINANCIAL SERVICES GUIDE

This FSG was prepared on 27th June 2014.

About this Financial Services Guide

This Financial Services Guide (FSG) describes the services we provide and explains our relationship with the insurers of certain insurance products we deal in. These products are:

Corporate Travel Insurance Policy
Group Personal Accident
Individual Personal Accident and Sickness Policy
Over 65's Personal Accident and Sickness Policy
Directors Personal Accident and Sickness Policy
Temporary Residents Medical and Additional Expense Insurance
Expatriate Medical and Emergency Evacuation Expenses
Journey Insurance
Sports Medical Expense and Medical Evacuation Insurance
Sports Group Personal Accident Insurance
Professional Sports Group Personal Accident Insurance
Voluntary Workers Insurance

It explains how we are remunerated for our services in respect of these insurance products, our professional indemnity insurance and describes your rights as our valued client. We give it to you when you ask us to provide insurance.

Other Disclosure Documents You May Receive

If you decide to acquire the insurance, you will be given a Product Disclosure Statement (PDS) before or at the time you acquire the insurance. The PDS is designed to assist you to make informed choices about your insurance needs. It gives a summary of the benefits and risks associated with, including general information about, the insurance as well as a policy wording (that sets out the specific terms, conditions and exclusions of the cover provided).

Our Services

We can assist you to obtain insurance as listed in the above table. DUAL Australia Pty Ltd (DUAL), holds an Australian financial services licence (AFSL 280193) and underwrites exclusively on behalf of certain underwriters at Lloyd's. This means we act as the insurer's agent to arrange insurance policies and handle claims.

If we advise you about insurance, we act as your agent. However, we can only provide general insurance advice; therefore we do not provide personal advice and cannot advise on your individual situation.

If you are interested in the insurance we offer, we will provide you with a Product Disclosure Statement, describing the main features of the policy. Reading it will help you to decide if the policy suits your needs, objectives and financial situation.

How are we paid?

Commission	We receive a commission from the insurer when we arrange your insurance. This commission varies depending upon the product and is included in the premium quoted to you. You can ask us for further details of the remuneration that we receive. If you are interested in this information, you must ask us for it within a reasonable timeframe after receiving this FSG. You must ask us before we provide any financial services to you, such as placing your insurance.
Administration Fee	We may also charge you a fee for arranging the insurance. The amount depends upon the type and/or the complexity of insurance we arrange. This fee is payable in addition to the premium.
Profit Share	At the end of the financial year, we may receive a profit share commission from Arch Syndicate 2012 and/or Markel Syndicate 3000, both Lloyd's of London Syndicates, depending on the performance and profitability of all of the insurance placed with Arch and/or Markel Syndicates by all associated entities of DUAL internationally. That is all insurance placed with Arch and/or Markel Syndicates by DUAL International Limited or its subsidiaries, including DUAL. Profit share is not payable in every year we generally only receive it in years when the portfolio has a good claims experience.
Non-monetary benefits	We have a policy on non monetary benefits which allows our staff to receive benefits such as lunches and gifts/gratuities up to a prescribed amount. If this amount is reached, then the benefit must be referred to the Managing Director who will decide whether it is appropriate for the staff member to receive this gift and whether it will place them in a position of conflict. If the gift is not appropriate or will place the staff member in a position of conflict, the staff member may not be permitted to accept the gift.

Who we pay

Brokers	If your chosen Insurance Broker has assisted you to arrange insurance, the Insurance Broker is acting on your behalf when providing this service and we pay them a commission which is a percentage of the premium you pay.
Our Staff	Our staff are paid an annual salary. They may also receive bonuses based on performance.

Important Associations

DUAL is a subsidiary of DUAL International Limited which is registered in England and Wales under company registration no 3540129 and has its registered office at 140 Leadenhall Street, London, EC3V 4Q (DUAL International). DUAL International is ultimately owned by Hyperion Insurance Group Limited which is registered in England and Wales under company registration no 2937398 and has its registered office at 4th Floor, 16 Eastcheap, London, EC3M 1BD. One of our directors is also a director of DUAL International.

Our Professional Indemnity Insurance

We have professional indemnity insurance in place which covers us for any errors or mistakes relating to our insurance services. This insurance meets the requirements of the Corporations Act and covers the services provided by DUAL.

What To Do If You Have a Complaint

There are established procedures for dealing with complaints and disputes regarding your policy or claim. All policyholders can take advantage of the complaints service.

Step 1

Any enquiry or complaint relating to a Lloyd's policy or claim should be addressed to either your Lloyd's insurance intermediary ("the coverholder") or to the administrator handling your claim in the first instance – in most cases this will resolve your grievance.

If you wish to complain about our services, contact our Complaints Officer on 1300 769 772. We will acknowledge receipt of your complaint within three business days, and attempt to resolve it within fifteen (15) business days.

What To Do If You Have a Complaint (contd)

Step 2

In the unlikely event that this does not resolve the matter or you are not satisfied with the way your complaint has been dealt with, you should contact Lloyd's Australia at:

Lloyd's Australia Limited
Suite 2, Level 21 Angel Place
123 Pitt Street
Sydney NSW 2000
Telephone: (02) 9223 1433
Facsimile: (02) 9223 1466
Email: idraustralia@lloyds.com

When you lodge your dispute with Lloyd's, they will usually require the following information:

- Name, address and telephone number of the policyholder
- The type of insurance policy involved
- Details of the policy concerned (policy and/or claim reference numbers etc)
- Name and address of the insurance intermediary through whom the policy was obtained
- Details of the reasons for lodging the dispute
- Copies of any supporting documentation you believe may assist us in addressing your dispute appropriately.

Following receipt of your dispute, you will be advised whether your dispute will be handled by either Lloyd's Australia or the Policyholder & Market Assistance Department at Lloyd's in London:

- Where you are a retail client and your dispute is eligible for referral to the Financial Ombudsman Service (FOS), your dispute will be reviewed by a person at Lloyd's Australia with appropriate authority to deal with your dispute.
- Where you are a retail client and your dispute is not eligible for referral to the FOS, or where you are a wholesale client, Lloyd's Australia will refer your dispute to the Policyholder & Market Assistance Department at Lloyd's, who will then liaise directly with you.

How long will the Step 2 process take?

Your dispute will be acknowledged in writing within 5 business days of receipt, and you will be kept informed of the progress of the review of your dispute at least every 10 business days. The length of time required to resolve a particular dispute will depend on the individual issues raised, however in most cases you will receive a full written response to your dispute within 15 business days of receipt, provided Lloyd's have received all necessary information and have completed any investigation required.

Step 3

If your dispute is not resolved in a manner satisfactory to you, Lloyd's will then provide retail clients eligible for referral to the FOS with details of that body. FOS is an independent body that operates nationally in Australia and aims to resolve disputes between you and your insurer. Your dispute must be referred to the FOS within 2 years of the date of Lloyd's final decision.

Retail clients not eligible for referral to the FOS, and wholesale clients, may be eligible for referral to the Financial Ombudsman Service (UK). Such referral must occur within 6 months of the final decision by the Policyholder & Market Assistance Department at Lloyd's. Further details will be provided by the Policyholder & Market Assistance Department with their final decision to you.

How much will this procedure cost you?

This service is free of charge to policyholders.

How Can You Contact Us?

We can be contacted at:

DUAL Australia Pty Ltd

ABN: 16 107 553 257

AFS Licence No.: 280193

By Phone: 02 9248 6300

By Fax: 02 9248 6301

Address: Level 6
160 Sussex Street
Sydney NSW 2001
Australia

This FSG has been authorised for distribution by the Australian financial services licence holder identified above.