Financial Services Guide (FSG)

Preparation date 14 April 2014

Purpose of this Financial Services Guide

The purpose of this FSG is to help you make an informed decision about whether to use the financial services One Big Switch Pty Ltd (ABN 75 150 963 474 AR No. 443411) (One Big Switch) can provide to you in relation to Coles Home Insurance and Motor Insurance. References in this FSG to 'we', 'our' or 'us' are references to One Big Switch.

This FSG contains information about:

- the financial services we provide;
- how we and others are remunerated in relation to those services;
- how complaints are dealt with;
- how to contact us.

If you decide to take out a Coles Home Insurance or Coles Motor Insurance product, you will also receive a Product Disclosure Statement which contains important information about the product to help you make an informed decision about whether the product is suitable for your needs.

Who we are and our role

One Big Switch has been appointed as an authorised representative of Wesfarmers General Insurance Limited (ABN 24 000 036 279, AFS Licence No. 241461) of Level 11, 40 The Esplanade, Perth, Western Australia, 6000 (WGIL), in respect of the Coles Home Insurance and Coles Motor Insurance general insurance products the subject of the One Big Switch Coles Home and Coles Motor insurance offers for the limited period of 14 April 2014 until 9.00pm AEST on 2 May 2014.
WGIL is the issuer of the Coles Home Insurance and Coles Motor Insurance. WGIL has authorised One Big Switch to distribute this FSG.

What services we provide

We are authorised by WGIL until 9.00pm AEST on 2 May 2014 to provide general advice about Coles Home Insurance and Coles Motor Insurance the subject of the offer and to arrange for the product to be issued to you by WGIL by referring you to WGIL or having WGIL contact you where agreed. We cannot issue the product for WGIL. You must reach agreement directly with WGIL.

We cannot and do not:

- provide any personal advice on whether the insurance is right for your needs. You need to read the Product Disclosure Statement to see if the insurance is right for you; and
- handle or settle any claims in relation to the product. This is done by WGIL.

We act on behalf of WGIL in providing the above services to you, and not on your behalf. We do not act on behalf of WGIL in relation to any services provided by us that are not covered above.

How we are remunerated

When a Coles Home insurance and or Coles Motor Insurance product is issued to you by WGIL, WGIL will charge you a premium for the product based on your risk profile and circumstances.
The total amount you will pay is the premium plus any amount payable in relation to any stamp duty, GST, fire services levy, and other government charges, taxes, fees and levies.

INITIAL COMMISSIONS PAID TO ONE BIG SWITCH

If you take out Coles Home Insurance as a result of the services provided by us, WGIL will pay us a commission of 5% of the premium (exclusive of government charges).
If you take out Coles Motor Insurance as a result of the services provided by us, WGIL will pay us a commission of 2.5% of the premium (exclusive of government charges).

ONGOING COMMISSIONS PAID TO ONE BIG SWITCH

The commission will also be paid on renewal of your policy.
As a result of the services provided by us, WGIL will pay us a commission on renewal for the second, third and fourth years of your Coles Home Insurance policy of 2.5% of the premium (exclusive of government charges).
As a result of the services provided by us, WGIL will pay us a commission on renewal for the second and third years of your Coles Motor Insurance policy between 0% and a maximum of 2.5% of the premium (exclusive of government charges).
Our staff receive a salary from us which may include incentives based on the quality of any service they provide to you

Compensation Arrangements

The Corporations Act 2001 (Cth) requires licensees to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of this Act, unless an exemption applies. WGIL is exempt from this requirement because it is an insurance company supervised by the Australian Prudential Regulation Authority and subject to the prudential requirements of the *Insurance Act 1973 (Cth).*

Complaints

If you have a complaint in relation to the financial services we provide, contact us and we will attempt to resolve the matter. If your complaint is not resolved on initially contacting us, WGIL will place the dispute into its Internal Dispute Resolution process involving a review by a manager and if you remain dissatisfied an Internal Dispute Resolution Officer of WGIL with the appropriate experience, knowledge and authority to deal with it and will make a final decision.
A dispute may also be referred to the Financial Ombudsman Service (FOS). The FOS is an independent external dispute resolution scheme that offers its services free of charge to you and is approved by the Australian Securities and Investments Commission. We are a member of the FOS and we agree to be bound by its decisions, provided that the dispute falls within its Terms of Reference. You are not so bound by the FOS's determinations and may choose to seek your own legal advice. To access the FOS's dispute resolution services you must contact the FOS to lodge your dispute. The contact details of the FOS are as follows:

Financial Ombudsman Service Limited
Address: GPO Box 3, Melbourne Victoria 3001

General Enquiries: 1300 78 08 08
Fax: (03) 9613 6399
Email: info@fos.org.au
Website: www.fos.org.au

How to contact us

You can contact us or provide us with instructions on 1300 858 737, or write to: 120B Underwood Street, Paddington NSW 2021. You can also contact us by email at, or obtain more information from, the One Big Switch website: www.onebigswitch.com.au.