



## Financial Services Guide

Once Life Pty Limited

ABN 79 124 538 414

Australian Financial Services Licence (AFSL) No. 320165

18 June 2009

### Purpose of this Guide

This Financial Services Guide (**FSG**) is intended to help you make an informed decision about whether to use the financial services provided by Once Life Pty Limited ("we", "our", "us"). It contains important information about the services we offer, the remuneration we receive for providing those services and what you can do if you are not satisfied with those services.

If you are considering purchasing one of the policies we distribute, we will provide you with a Product Disclosure Statement (**PDS**). The PDS contains information about the policy, including details about the insurer, St Andrew's Life Insurance Pty Ltd ABN 98 105 176 243 (**St Andrew's**) and the benefits and risks of the policy. This information should help you decide if the policy is right for you.

### Our Services

We are authorised under our Australian financial services licence to:

- provide general financial product advice in relation to life risk insurance products
- arrange life risk insurance products.

Once Life staff are salaried employee representatives that are trained and authorised to provide general advice.

### General advice

Any advice we provide to you is general in nature and does not take into account your individual objectives, needs or financial situation. We do not offer personal advice or make recommendations about the suitability of policies for your situation.

Before you make decisions in relation to a policy, you should carefully review the PDS for the policy that is available on our website [www.oncelife.com.au](http://www.oncelife.com.au) and consider your own objectives, needs and financial situation before deciding to purchase the policy.

### Arranging policies for you

**We act for you when** we provide you with general advice and/or we arrange for St Andrew's to issue your policy.

We also have an arrangement with St Andrew's called a "binder", which allows us to accept applications for policies and issue policies on its behalf.

**We will not be acting for you when** we actually issue a policy to you on behalf of St Andrew's under the binder; instead we will be acting as an authorised representative of St Andrew's. Our authorised representative number when acting on behalf of St Andrew's is 322964. St Andrew's contact details are:

St Andrew's Life Insurance Pty Limited, AFSL No. 281731

PO Box 7395 Cloisters Square WA 6850

Tel. – 1300 658 151

We never handle your money. Instead, premium and claims payments are made directly between you and St Andrew's. St Andrew's is solely responsible for paying claims under the policy.

## **Dispute resolution services**

If you have a concern or a complaint, please call or write to us first. If you are not satisfied with our response, please ask to speak to the Complaints Officer or write to our Complaints Officer using the address shown at the end of this FSG.

If we are unable to resolve your concerns to your satisfaction, you can contact the Financial Ombudsman Service which is an external dispute resolution scheme. They can be contacted by calling 1300 78 08 08 or by writing to GPO Box 3 Melbourne Victoria 3001.

## **Privacy Statement**

We collect your personal information in order to process requests, quotes and/or applications for life insurance policies and services. Without this information, applications cannot proceed. The personal information collected may be disclosed to the following third parties:

- St Andrew's, any reinsurer and any related bodies corporate in order to assess your policy application, or at the time of claim;
- our suppliers, contractors and agents for the purpose of providing services to us so that we can supply services to you;
- our related bodies corporate and other organisations with whom we have alliances or arrangements, and their contractors and agents for the purposes of allowing them to direct market their products and services (unless you tell us not to);
- our professional advisers (lawyers, accountants and auditors) for the purpose of obtaining advice and professional services;
- your accountant (as relevant) and your agents, including your legal adviser, your executor or administrator;
- law enforcement, regulatory and government bodies, government agencies and courts as and when required by law;
- financial institutions involved in collecting your premium.

By completing an application you consent to your personal information being disclosed to the organisations listed above. You can access the personal information we hold about you by contacting us. If you do not want to receive information about other products or services offered by Once Life or any of the related Once group of companies, please contact us.

## **Professional Indemnity Insurance**

Once Life Representatives and Employees are indemnified under Professional Indemnity Insurance. This insurance will also cover claims in relation to the conduct of Representatives and Employees who no longer work for Once Life (but did at the time of the relevant conduct).

## **Remuneration**

We receive commission from St Andrew's for each policy we arrange or issue. This commission is used by us to cover the costs of marketing and distributing policies. You won't pay any additional amount as this commission is already included in your premium.

For Life Cover policies St Andrew's pays us a commission of up to 50% of the first year's premium, plus up to 19% of the premium paid in subsequent years, while you continue to hold your policy. These commissions are paid to us monthly.

We also provide administration services to St Andrew's in respect of the Life Cover and Accidental Death Benefit Cover policies we arrange and issue. St Andrew's pays us an administration fee of up to 20% of the premiums paid for the ongoing maintenance and administration by us of your policy.

We may pay a referral fee to people or organisations that refer clients to us who take out a policy. We may also receive a referral fee from organisations that we refer customers to. All amounts paid to the referrer are from Once Life's share of the commission; you won't pay any additional amount if we pay a referral fee. A referral fee is only paid by Once Life on completed business.

We may refer your details to organisations with your permission and in doing so we may also receive a referral fee or commission.

The following table shows all of the referral arrangements that are currently in place.

<b>Referring organisation</b>	<b>Fixed Referral Fee</b>	<b>% of commission</b>	<b>% of subsequent year's commission</b>
Paid to RewardsCentral	\$33	not applicable	not applicable
Paid to Renee Summerside	\$15 per month for the first 12 months of policy	not applicable	not applicable
Received from xLife Pty Limited	not applicable	25% of the total initial commission received by xlife	not applicable

Some of our employees may be paid bonuses based on performance criteria such as the number of policies issued and the premiums payable under those policies where they are involved in providing services to you.

From the commission and administration fees we receive, we pay our costs of marketing, distributing and administering your policy, which are not additional amounts payable by you. Our costs include:

- wages, expenses and bonuses of our employees
- marketing, mailing, postage and other costs of communicating with you about your policy
- administration costs such as office rent, management, training, compliance, accounting, auditing.

The commissions and administration fees paid to us will not reduce the amount of any claim that you may be entitled to receive.

### **How to contact us**

Please note that all calls are recorded.

**Phone:** 1300 66 23 54

**Fax:** 1300 79 92 01

**Mail:** Once Life Pty Limited  
GPO Box 3288, Sydney NSW 2000

**Email:** [life@onceaustralia.com.au](mailto:life@onceaustralia.com.au)

**Web:** [www.oncelife.com.au](http://www.oncelife.com.au)