

Financial Services Guide – FleetPartners Claims Handling and Settling Services

1 About this Financial Services Guide (FSG)

- 1.1 This FSG contains important information about how Fleet Partners Pty Ltd ABN 63 006 706 832 (**FleetPartners, we, us, our**) provides claims handling and settling services, any remuneration paid in relation to those services and how complaints are handled. It is designed to assist you to decide whether you should use the services. This FSG was prepared on 1 January 2022.

2 Who is the licensee?

- 2.1 FleetPartners holds Australian Financial Services Licence (**AFSL**) 340286 which authorises it to provide claims handling and settling services.

3 What financial services are provided?

- 3.1 FleetPartners can provide you with the following claims handling and settling services in relation to general insurance products:
- make a recommendation or state an opinion in the following circumstances:
 - the recommendation or statement of opinion is made in response to an inquiry by or on behalf of another person about an existing or potential claim by the other person under an insurance product; and
 - the recommendation or statement of opinion could reasonably be expected to influence a decision whether to continue with the existing claim or to make the potential claim;
 - assist another person to make a claim under an insurance product; and
 - represent a person insured under an insurance product in pursuing a claim under the product.
- 3.2 We are not authorised to provide any financial product advice in relation to insurance. When providing the above services, we act on your behalf and not on behalf of any insurers.

4 What other parties might provide the financial services?

- 4.1 We have engaged Innovation Group (Fleet) Pty Ltd ACN 106 975 366 (**IGF**) to provide some claims handling and settling services. IGF is an authorised representative (AR Number: 001294569) of Innovation Group (Australia) Pty Ltd ACN 060 156 890 (**IG**), which holds its own AFSL (AFSL Number: 530823). When providing claims handling and settling services, IGF does so under IG's AFSL. You will receive a separate FSG from IGF with respect to the claims handling and settling services it provides.

5 How are we remunerated for the financial services?

- 5.1 Claims handling and settling services are provided in accordance with the agreement we have in place between you and us. FleetPartners receives a proportion of the management fee attributed to the claims handling and settling services. If you require more information on the remuneration applicable to claims handling and settling services, please contact us.

6 Complaints

6.1 We want you to have a good experience with us. If you have a complaint relating to the claims handling and settling services, please tell us. You can contact us using the following details to access the dispute resolution procedure:

- **Telephone:** 1300 666 001
- **Website:** <https://www.fleetpartners.com.au/compliments-complaints>
- **In writing to:** Complaints Manager
Level 6, 601 Pacific Highway
St Leonards, 2065
NSW, Australia

6.2 Upon receipt of your complaint, we will acknowledge your complaint within 1 business day.

6.3 We will attempt to resolve your complaint within 30 calendar days after receiving it. If you are not satisfied with our decision, 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.

- **Website:** www.afca.org.au
- **Telephone:** 1800 931 678 (free call)
- **Email:** info@afca.org.au
- **In writing to:** Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

6.4 We do not act on behalf of the insurer. If you have a complaint in relation to the handling of your insurance claim by the insurer, you should notify the insurer

6.5 If you have a complaint with respect to the services provided by IGF you should notify them.

7 What professional indemnity insurance arrangements are in place?

7.1 FleetPartners holds professional indemnity insurance covering the provision of financial services by FleetPartners and its authorised representatives. The policy meets the requirements of the *Corporations Act 2001* (Cth).

7.2 In relation to the compensation arrangements in place by IGF, you should contact them or refer to the FSG which they provide to you.