

GENERAL INSURANCE DISTRIBUTOR STATEMENT

Dated: 17 May 2021

This Statement is provided pursuant to ASIC Corporations (Basic Deposit and General Insurance Product Distribution) Instrument 2015/682.

Information about Allianz and its Distributors

You have been provided with this Statement by a Distributor who acts for Allianz Australia Insurance Limited ABN 15 000 122 850, AFSL 234708 of Level 16, 10 Carrington Street, Sydney. Our Distributors can deal in our general insurance products only. Our Distributors act as our agent and not as your agent. They are unable to provide you with advice regarding the insurance products offered.

Information about remuneration

You will be charged an agreed premium for the product/s you select (plus relevant taxes and charges) which we will calculate and tell you before you purchase it. Our Distributor receives commission from Allianz each time you buy a policy (including renewals) and for some variations, which increase the premium payable. It is part of the total premium payable by you for the product. It is calculated as a percentage of the net premium (this is the premium less stamp duty (where applicable), GST and other government taxes, charges or levies). Our Distributor may also charge a fee, the amount of which will vary depending on the services they provide you. Any fee they charge is an additional cost to you.

What happens if you have a complaint?

We have a formal internal dispute resolution process you can access. Where you have a complaint, contact Allianz on 1300 300 573.

If you are not satisfied with the outcome of our internal dispute resolution process you may lodge a written complaint with the following external dispute resolution organisation:-

The Australian Financial Complaints Authority (AFCA)

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001.

AFCA was established to assist consumers in resolving complaints with participating companies including Allianz. The service is free of charge and their decisions are binding on participating companies. They may be unable to assist you unless you have gone through our internal dispute resolution process first.

Further Information

If you need further information about the products or our services, or you have any queries please contact Allianz on 1300 300 573 or visit www.allianz.com.au

CLASSIFICATION: PUBLIC