

Financial Services Guide

8 September 2023

This financial services guide was prepared on 8 September 2023 and is provided by TAL Direct Pty Limited ABN 39 084 666 017 ('TAL Direct', 'the Licensee', 'we', 'us' and 'our'). TAL Direct holds an Australian Financial Services Licence (AFSL 243260) and is related to the insurer TAL Life Limited ABN 70 050 109 450 AFSL 237848 ('TAL Life'). TAL Direct and TAL Life are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies ('TAL').

Purpose of this Financial Services Guide

We are required by law to provide you with this Financial Services Guide (FSG). This document outlines important legal information as required by the Corporations Act 2001. It contains important information about the authorised services we offer, the remuneration received by us, our service providers and our internal and external dispute resolution services. This FSG is designed to assist you in deciding whether to use any of the authorised services. TAL Direct is responsible for the content of this FSG and has authorised its distribution.

Our services

TAL Direct is authorised and responsible under its Australian Financial Services Licence to:

- Provide financial product advice on life risk, and superannuation to retail clients;
- Provide general advice only on general insurance products to retail clients;
- Deal in life risk, superannuation and general insurance products to retail clients; and
- Arrange superannuation products for retail clients.

When we provide you with services, the service may be limited in the form of access to certain product benefits, features or policy structures. For example, we may do this because we determine it appropriate to limit some services or the availability of some product features in light of our product design and distribution obligations, with a view to supporting good consumer outcomes. You may wish to seek alternative financial advice, such as personal advice in light of your own personal objectives, financial situation and needs. You can ask a representative of TAL Direct to let you know of any limitations of our services or available product features when we provide the above services.

Who are our representatives?

A number of representatives have been appointed by TAL Direct to provide a financial service over the telephone and via online web chat. These people have received specialist training to discuss the products we offer.

What does general financial product advice mean?

It is important that you understand that we only provide general advice. We do not provide personal advice or make recommendations about the suitability of the product for you. Therefore, you should carefully review the Product Disclosure Statement (PDS), having regard to your own objectives, financial situation and needs before deciding to purchase a product.

The PDS sets out the important information you should consider when deciding to acquire a certain product, including the insurer and the benefits, features and associated costs of the product.

Access to certain product benefits, features or policy structures may be limited by us. Refer to "Our services" for further information.

You can find the PDS online at tal.com.au.

Who we act for

TAL Direct is acting for itself when it provides a financial service.

When our representatives provide general financial product advice, arrange for the insurer to issue policies or renew policies, they act for TAL Direct.

The insurer's registered address is:

TAL Life – Level 16, 363 George Street, Sydney NSW 2000

Dispute resolution process

We offer an internal dispute resolution service in relation to any concerns you may have about us or any of our representatives. If a dispute is not resolved to your satisfaction through our internal dispute resolution service, you may then refer your concern to an external dispute resolution service. These services are free of charge to you.

INTERNAL DISPUTE RESOLUTION SERVICE

In the first instance, we hope that our representatives can handle any concern you may have. Please call or write to us first. If you are not satisfied with our initial response, please ask to speak to the Complaints Officer who will handle your matter personally, or write to our Complaints Officer at the address shown at the end of this FSG.

EXTERNAL DISPUTE RESOLUTION SERVICE

We will attempt to resolve your complaint within 30 days of the date it is received. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, 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

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints to AFCA. You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

Financial Services Guide

continued

Personal Information

Personal and sensitive information is collected from you to enable TAL Direct and the insurer to provide their products or services to you. Further information may be requested from you at a later time, such as if you want to make alterations to your insurance policy or at claim time.

The way in which we collect, use and disclose your information is described in our Privacy Policy which is available at tal.com.au, and is free of charge on request. If you have any questions relating to your privacy, please contact us. You may be entitled to gain access to information we have on file about you. If you wish to request access, please contact us in writing.

If you do not supply the requested information to us we may not be able to provide our products and services to you or pay your claim. In processing and administering your insurance (including at the time of claim) your personal information may be disclosed to the insurer as well as any related bodies corporate including the following third parties, where necessary: your employer, general practitioners or health professionals to verify any health information you may provide, your (or your employer's, if relevant) financial adviser, other companies within the TAL group of companies or partner organisations including companies based overseas; organisations to whom we outsource our mailing, administration and information technology, the Insurance Reference Service, investigators, the Trustee (if relevant), the administrator of the product or fund, reinsurers, Government departments if required or authorised to do so, or any person acting on your behalf such as a lawyer or accountant. Information regarding the privacy rights of individuals is available at oaic.gov.au which is the website of the Office of the Australian Privacy Commissioner.

Opt-out

From time to time we may use your information to contact you (including via telephone where we have your valid consent) to promote, market and provide you with information about our products and services (marketing practices). These marketing practices and your consent shall remain in effect in accordance with the relevant law or unless and until you notify us that you do not want to receive marketing communications from us.

Disclosure of remuneration

When insurance is arranged for you, you will be required to pay a premium and this will be paid to the insurer of the product. The premium includes any commission payable to us by the insurer for distributing the product so you do not need to pay any extra.

Where a representative arranges a policy for you over the telephone, that representative may in addition to their salary receive a commission from TAL. The amount of commission is dependent on a number of factors including the number of policies issued and the quality of the representative's conduct.

If we provide you with a financial service you are entitled to request details of this remuneration, and may do so by contacting us on the number specified in this FSG. There may be circumstances where additional commissions, bonuses and non-cash incentives are paid and these will accrue from time to time. These are not an additional cost to you.

We may also pay referral fees or commissions to people or organisations that refer new customers to us. The referral fee may be paid in the form of an upfront commission fee and/or periodical trail fees. This will be at no additional cost to you. In addition to paying referral fees, TAL may from time to time give other non-cash benefits to referral partners.

Direct debit request summary

This summary describes how the Direct Debit Request system works. The full Direct Debit Request Agreement (Agreement) is available to you at tal.com.au. You should read the Agreement carefully as it explains your rights and obligations relating to your ongoing direct debits.

When you complete your bank details and sign the authority, you are authorising the direct debit of the appropriate premiums from your nominated account. Your authority will be kept confidential at all times. If your premium cannot be paid (for example there's not enough money in your nominated account) your bank may dishonour that payment, in which case your policy may lapse. Insurance cover ceases when the policy has lapsed.

If you have concerns about its operation or you subsequently need to change any aspects of the authority, please contact us. From time to time updates about our services which are subject to change and which are not materially adverse to you may be found on the TAL website at tal.com.au and if you request a paper copy of any updated information, this will be provided to you without charge.

PI Insurance

TAL Direct is part of TAL and we confirm that TAL retains professional indemnity (PI) insurance to cover the activities of licensees within TAL, including TAL Direct. This PI cover is maintained in accordance with the law, is subject to its terms and conditions and provides indemnity up to the sum insured for the activities of the representatives of TAL and TAL Direct.

How to contact us

Phone: 1300 209 088

Mail: TAL Direct, GPO Box 5380, Sydney NSW 2001

Email: customerservice@tal.com.au