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Part B FINANCIAL SERVICES GUIDE

About this Financial Services Guide

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use the financial services we provide. It explains the kinds of financial services we offer. It also contains general information about who we are, how we and other persons or organisations are paid in relation to the services and how to make a complaint.

The Product Disclosure Statement (**PDS**) (Part A of this document) contains information on the benefits and significant characteristics of this Eric insurance product and of the rights, terms and conditions attaching to the policy. It is aimed at assisting you to compare insurance products so that you can make an informed choice about whether to acquire the product.

This FSG was prepared on 1st Dec 2016

Distribution of this FSG has been authorised by Eric.

Your questions	Our Answers
Who is Eric?	<p>Full details about Eric, including its contact details, ABN and AFSL number, are given in the PDS (Part A of this document).</p> <p>Eric is an Australian Financial Services Licensee which is authorised to deal in and provide general advice in relation to general and life insurance (limited to life consumer credit insurance) products.</p> <p>Eric specialises in the offering of motor trade related insurances for wholesale and retail clients. Depending on the scope of their authorisation, Eric's authorised representatives can assist you with:</p> <ul style="list-style-type: none">Consumer Credit Insurance (CCI)CCI (business purpose)Gap Cover InsuranceMotor Vehicle InsuranceExtended Warranties InsuranceSuch other general insurance products as authorised by Eric from time to time
Who are we?	<p>Our contact details including ABN and AR number is set out on the last page of this document.</p> <p>Referred to in this FSG as "we", "us" or "our".</p>
Who is the Administrator?	<p>This Eric insurance product is administered on behalf of Eric by the Third Party Introducer (TPI) whose name and contact details are set out on the last page of this document.</p> <p>Eric has an arrangement with the TPI to provide certain non-financial services on its behalf in relation to this Eric insurance product.</p> <p>The TPI is not responsible for this Combined Product Disclosure Statement and Financial Services Guide and does not provide any financial product advice on this Eric insurance.</p> <p>The name and contact details of the TPI are set out on the last page of this document.</p>
What remuneration is payable in relation to the financial services we provide?	<p>Eric and its employees</p> <p>Eric receives the premium you agree to pay for the product which may include amounts in relation to stamp duty, GST, fire services levy and/or other government charges, taxes, fees or levies (where relevant).</p> <p>Eric employees receive a salary from Eric and may receive bonuses and incentives.</p> <p>Third Party Introducer (TPI), Authorised Representative(s) and other parties they contract with (and their employees)</p> <p>Eric retains an agreed amount of the premium dependent on factors such as the type of product and coverage and the relevant TPI's services and retains the amount of premium received in relation to relevant taxes, charges and levies. The TPI receives the difference between that amount and the premium paid. Authorised representatives as well as other parties that contract with the TPI to undertake some or all of the TPI's duties (where relevant) may receive a share of the amount that the TPI receives from Eric, in the form of an agreed commission and/or fee between the TPI and the Authorised Representative and/or other party (as relevant).</p>

	<p>Employees of the TPI and/or the Authorised Representative(s) (including directors and subcontractors) may be paid a salary for their services and may also receive bonuses based on the volume of sales of all financial products over a period and may participate in profit sharing arrangements, business related conferences, study trips or other functions. The TPI and/or Authorised Representatives may share or pass on a proportion of any additional remuneration or other benefits they receive to their authorised staff.</p> <p>Where a third party has referred you to the TPI, Authorised Representative or another party they contract with, that party may share with them a part of the amount it earns.</p> <p>All of the above remuneration is taken from the premium paid by you. This remuneration may also be received on premium paid when you renew or vary your insurance.</p> <p>If you would like more information about the remuneration that we or other entities receive in relation to the above services, please ask us. The request should be made within a reasonable time after this FSG is provided to you and before we provide you with a financial service to which this FSG relates.</p>
What are the changes to the Emergency Services levy in NSW?	<p>Emergency Services Levy explained for our customers in New South Wales</p> <p>From 1 July 2017 you will no longer pay for the Emergency Services Levy as part of your insurance premium. This fee will be replaced by the Emergency Services Property Levy. Eric Insurance will continue to collect the ESL until this date to ensure we meet our obligations to the New South Wales government.</p> <p>After 1 July 2017 Eric's policies will no longer include the Emergency Services Levy. Please see www.ericinsurance.com.au/support.</p>
What happens if you have a complaint or dispute?	We will do our best to work with you to resolve any complaints you may have in relation to the financial services provided by us. For information on how your complaint can be resolved please see the 'Dispute Resolution' section of the PDS (Part A of this document).
What compensation arrangements apply?	Please see the Compensation Arrangements and Financial Claims Scheme section of the PDS (Part A of this document) for information on Eric's compensation arrangements.
How is my personal information dealt with?	We are committed to ensuring the privacy and security of your personal information. We adhere to the Privacy terms set out in the "Privacy" section of the PDS (Part A of this document).
Where can you find further information?	If you require further information or would like to give us instructions you can contact us on the number provided on the last page of this document.

Eric Authorised Representative details	Third Party Introducer details
<p>Fundit Finance Pty Ltd ABN: 83603794458</p> <p>Authorised Representative No:001008932</p> <p>Address: 4/322-332 St Kilda Rd, , ST KILDA, Victoria 3182</p> <p>Phone: 1300 386 318</p> <p>Fax:</p> <p>Email: info@fundit.com.au</p> <p>Our Office Hours Are: 9.00am to 5.00pm Monday to Friday</p> <p>Trading as: Fundit Finance Pty Ltd</p>	<p>Eric Direct ABN: TBA</p> <p>Address: 35 Dalmore Drive , Scoresby, Victoria 3179</p> <p>Phone:</p> <p>Fax:</p> <p>Email:</p> <p>Our Office Hours Are: 9.00am to 5.00pm Monday to Friday</p> <p>Trading as: Eric Direct</p>