



This Financial Services Guide (FSG) is an important document designed to help you make an informed decision about whether to use the services provided in relation to Woolworths life insurance products.

It tells you who the parties are, how you can contact the parties, the services provided by each party, who they act for, the remuneration the parties and other relevant persons may receive for the services and how complaints are dealt with.

To assist in your decision whether to purchase a life insurance product, you are also provided with a Product Disclosure Statement (PDS). The PDS includes the benefits, risks, features and terms and conditions of the product to help you make an informed decision about whether to purchase the product.

Please retain this document along with your PDS in a secure place for future reference.

## Who are the parties?

The financial services referred to in this guide are provided by Greenstone Financial Services Pty Ltd (**GFS**) of 58 Norwest Blvd, Bella Vista NSW 2153, ABN 53 128 692 884, AFSL 343079 and its Authorised Representative Woolworths Group Limited (**Woolworths**) of 1 Woolworths Way, Bella Vista NSW 2153, ABN 88 000 014 675, Authorised Representative No. 245476. Woolworths life insurance products are issued by Swiss Re Life & Health Australia Limited (**Swiss Re**). Please refer to the relevant PDS for further information about each product.

GFS is authorised by Swiss Re to enter into Woolworths life insurance policies on its behalf. GFS provides these services under an arrangement with Swiss Re called a 'binder'. This means that GFS acts as agent of the insurer and means that GFS represents and acts for Swiss Re, and not you.

Swiss Re is responsible for the PDS but not this FSG.

## The services that are provided

Woolworths life insurance products are promoted by Woolworths and distributed by GFS. Woolworths does not act for you. A full list of the Woolworths life insurance products available can be found online at [insurance.woolworths.com.au](http://insurance.woolworths.com.au).

GFS is an Australian Financial Services Licensee (AFSL No 343079). GFS is authorised under this licence to advise and deal in relation to life risk insurance products. GFS arranges for the issue of Woolworths life insurance products under this licence. Woolworths is appointed as GFS' authorised representative and is authorised to provide general advice and deal in relation to life risk insurance products.

When you apply for a Woolworths life insurance product, GFS will tell you about the product and collect certain information from you to determine whether the policy can be issued and for other purposes referred to under the heading "Your privacy" in the PDS. ("PDS" means the Product Disclosure Statement for the Woolworths branded life insurance product made available at the time you received this document or currently available at [insurance.woolworths.com.au](http://insurance.woolworths.com.au) or by calling 1300 10 1234 Monday to Friday 8:00am to 8:00pm (AEST) excluding public holidays).

Whilst the parties recommend Woolworths life insurance products generally, in making this general recommendation, neither of Woolworths or GFS have considered whether it is appropriate for your personal objectives, financial situation or needs as the parties do not act on your behalf.

As a result, you need to consider the appropriateness of any information or general advice given to you, having regard to your personal circumstances, before acting on any advice or making a decision to buy the product.

You need to read the PDS and any other relevant policy documentation to determine if the product is right for you. If you require personal advice you need to obtain the services of a suitably qualified adviser.

## How are the parties and other relevant persons paid for the services provided?

Where you buy a Woolworths life insurance product you must pay the premium payable to Swiss Re for the product. GFS agrees with you on the amount of the first year's premium before you purchase the product. For any policy arranged by GFS and promoted by

Woolworths, Swiss Re may pay an amount of up to seventy percent of a policy's premium whilst a policy is in force. This is in consideration of services and expenses associated with product marketing and distribution, printing, operational costs, and other expenses incurred in managing a call centre.

GFS may then pay an amount of up to thirty-five percent of a policy's premium whilst a policy is in force to Woolworths. This is in consideration of services and costs associated with product marketing and distribution, printing and operational costs. GFS staff who provide services in relation to Woolworths life insurance products receive an annual salary from GFS, which includes bonuses based on performance criteria. GFS representatives are staff or management who are authorised to provide general advice and deal in relation to Woolworths life insurance products.

### Compensation arrangements

GFS is required by the Corporations Act 2001 (Cth) to operate a compensation arrangement which is designed to compensate retail clients for losses they suffer as a result of a breach by GFS or its representatives, including Woolworths, of the obligations outlined in Chapter 7 of the Corporations Act 2001 (Cth).

To this end GFS has Professional Indemnity Insurance in place which meets the legislative requirements covering activities of GFS and its representatives and includes the conduct of any employees who are no longer employed by GFS but were so at the time of the relevant conduct.

### How can I give you instructions about Woolworths Life Insurance?

Please call 1300 10 1234 Monday to Friday 8:00am to 8:00pm (AEST) excluding public holidays.

### How is my personal information dealt with?

We collect personal information from you to provide the financial services outlined in this document. We may engage third party service providers to collect this information on our behalf. If you do not supply the requested information we may be unable to provide the requested financial service. In providing these financial services we may disclose your personal information to third parties including insurers, reinsurers, our advisers and other insurance service providers. If you purchase a policy your insurer may disclose your personal information to its related companies in the United Kingdom, India, the United States of America and Switzerland. We are unlikely to send your personal information to any other foreign jurisdiction and we take steps to ensure our service providers don't either.

You can read more about how we collect, use and disclose your personal information in our Privacy Policy, including how to complain about a breach of the Privacy Principles, which is available on our website or you can request a copy. If you wish to gain access to your information (including correcting or updating it), have a complaint about a breach of your privacy or have any other query relating to privacy please call 1300 10 1234 Monday to Friday 8:00am to 8:00pm (AEST) excluding public holidays.

### What if I have a query or complaint?

If you have a complaint about GFS or Woolworths or both of us, in the first instance please call 1300 10 1234. If your concern is still not resolved to your satisfaction please write to our Internal Dispute Resolution Committee at:

Dispute Resolution Manager, Woolworths Life Insurance,  
PO Box 6728, Baulkham Hills NSW 2153

Your concern will be investigated by an officer with full authority to deal with the concern and you will be informed in writing of the outcome. If your concern still remains unresolved to your satisfaction, GFS will assist you in directing your issue for further review to an external review scheme to which GFS belongs.

If your complaint is not resolved to your satisfaction, please contact the Financial Ombudsman Service (FOS) at:

#### Financial Ombudsman Service

Telephone: 1800 367 287  
Facsimile: (03) 9613 6399  
Website: [www.fos.org.au](http://www.fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Mail: GPO Box 3  
Melbourne Victoria 3001

FOS is an independent complaint review service. A decision of FOS is binding on GFS (up to specified limits) but not on you. It is a service provided without cost to you.

### How to contact us

If you would like to obtain further information, please call 1300 10 1234 Monday to Friday 8:00am to 8:00pm (AEST) excluding public holidays. Please retain this document for your future reference.

### Authorised for issue

This FSG was prepared by Woolworths and GFS. Woolworths and GFS are respectively responsible only for those parts of this FSG that are expressed to relate to them. Swiss Re has approved references to it in this FSG. GFS has authorised the distribution of this FSG.



**GREENSTONE**  
FINANCIAL SERVICES

Authorised for issue by:  
**Greenstone Financial Services Pty Ltd**