



DefenceHealth

Financial Services Guide

1 December 2009

This Financial Services Guide (FSG) is an important document which we are required to give to you under the requirements of our Australian Financial Services Licence (AFSL 313890).

The FSG serves several purposes:

- provides you with information about Defence Health to help you decide whether to use the financial services we provide;
- explains the services we can offer and who provides the services;
- explains how we are remunerated in relation to those services; and
- includes details of our internal and external complaints handling procedures and how you can access them.

Throughout this FSG, where we refer to 'we', 'us', 'our' or 'Defence Health' we are referring to Defence Health Limited (ABN 80 008 629 481).

Who is Defence Health?

Defence Health is a registered not-for-profit private health insurer which has been serving the Defence community since 1953.

Defence Health's AFSL authorises Defence Health to: (a) provide general financial product advice in respect of selected life risk insurance products and general insurance products; and (b) arrange for you to apply for, acquire, vary or dispose of those financial products.

The Defence Health Term Life Insurance product and the Critical Conditions Benefit Insurance product are underwritten by Asteron Life Limited ABN 64 001 698 228.

The Defence Health range of travel insurance products and the Defence Health Injury and Accident Insurance product are underwritten by American Home Assurance Company ABN 67 007 483 267 AFSL 230903 incorporated with limited liability in the USA, trading in Australia as Chartis. ('Chartis')

What financial services do we offer?

Defence Health can provide you with general advice only with respect to the Defence Health Term Life Insurance product, the Critical Conditions Insurance product, the Defence Health range of travel insurance products, and the Defence Health Injury and Accident Insurance product. This means that we can provide you with information and make general recommendations about the products and their key features. We can also tell you how you can apply for them and how you can obtain a Product Disclosure Statement (PDS). A PDS contains important information which you need in order to make an informed decision about the particular product. We can also assist you with the purchase of these products. We do not provide financial services in relation to any other financial products.

We are not authorised to provide you with financial planning services or personal advice that takes into account your individual objectives, financial situation or specific needs. If you require these services, you are encouraged to seek professional advice from an appropriately licensed financial services provider.

How do you do business with us?

Defence Health provides the financial services described in this FSG through its representatives. We are responsible for the conduct of our representatives when they provide financial services to you.

However, you are not transacting with Defence Health when you elect to purchase the Defence Health Term Life Insurance product, the Critical Conditions Benefit Insurance product, the travel insurance products, or the Defence Health Injury and Accident Insurance product. You are, in fact, transacting with Asteron Life Limited in the case of the Defence Health Term Life Insurance and Critical Conditions Benefit Insurance product, and with Chartis in the case of the travel insurance products and the Defence Health Injury and Accident Insurance product.

You can apply for the life insurance products by completing the application form in the PDS and sending it to Asteron Life Limited at the address shown in the PDS.

You can apply for the travel insurance products by going to **www.defencehealth.com.au** and completing an application online.

You can apply for the Defence Health Injury and Accident Insurance product by completing the application form which accompanies the PDS and sending it to Chartis at the address shown in the PDS or by completing an application online at **www.defencehealth.com.au**

How are we paid for the services we provide?

Defence Health is remunerated in the following manner:

- we receive remuneration of 11.78% of all premiums you pay to Asteron Life Limited on the Defence Health Term Life Insurance product and the Critical Conditions Benefit Insurance product;
- we receive remuneration of 20.0% of all premiums you pay to Chartis on the travel insurance products; and
- we receive remuneration of up to 13% of all premiums you pay to Chartis on the Defence Health Injury and Accident Insurance product.

Our representatives receive salaries only. We do not pay our representatives any commission or bonuses calculated by reference to product sales.

Other than the premiums for the respective products, you pay no other charges or fees for the financial services provided by Defence Health.

Are others paid?

Defence Health may pay remuneration or provide other benefits to third parties from time to time; for example, to third parties for referring customers to Asteron Life Limited or Chartis. Any such remuneration and payments will not directly affect the premium you pay for a life or general insurance product.

Asteron Life Limited may also pay remuneration of up to 2.22% of premiums paid on the life insurance products to My Adviser, a company not related to Defence Health, but this does not directly affect the premium you pay to Asteron Life Limited.

Do we have any associations that influence us?

Defence Health does not have any ownership interests or other associations with Asteron Life Limited or Chartis that might influence the financial services we provide.

What compensation arrangements are in place?

Defence Health has adequate professional indemnity insurance to cover the activities of Defence Health, its staff and representatives with respect to the provision of general financial product advice for the life risk insurance and general insurance products referred to in this FSG. This insurance complies with the requirements of the Corporations Act and Regulations.

How do we safeguard your private information?

The privacy of your personal information is important to us. We have systems and processes in place to protect your privacy. We need to collect personal information to administer our customer relationships.

For detailed information on how we handle your personal information, please read our Privacy Policy which you can download from www.defencehealth.com.au or request a copy from us by calling **1800 335 425**.

What should you do if you have a complaint?

We have established procedures to ensure that all enquiries and complaints are properly considered and dealt with. If you have an enquiry or complaint about the operation or management of our services, please call our Complaints Manager on **1800 335 425** or write to our Complaints Manager at our address below.

In the event that your complaint is not resolved to your satisfaction, you may refer it to the Financial Ombudsman Service (FOS). Please quote Defence Health's FOS number which is F-5091.

Their contact details are:

The Manager
Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
Telephone: 1300 780 808
Fax: 03 9613 6399
Web: www.fos.org.au
Email: info@fos.org.au

What are our contact details?

Defence Health Limited
Phone: **1800 335 425**
Fax: 1300 665 096
Post: PO Box 7518, Melbourne, Victoria, 8004
Web: www.defencehealth.com.au
Email: info@defencehealth.com.au



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