

# **FINANCIAL SERVICES GUIDE**

## **ABOUT THIS FINANCIAL SERVICES GUIDE**

This Financial Services Guide (FSG) is an important document. It provides you with information about Anchorage Marine Underwriting Agency Pty Limited ABN 78 001 829 063 (Anchorage) to assist you in deciding whether to use the service we provide.

This FSG explains the financial service we can offer and general information about how we and others are remunerated in relation to those services. It also provides information about our dispute resolution procedures and how you can access them.

## **ABOUT US, OUR SERVICES AND WHO WE ACT FOR**

Anchorage is a specialist marine hull insurance underwriting intermediary and holds an Australian Financial Services Licence 237400 to issue and advise on general insurance products. Anchorage has a marine hull insurance product it issues as agent of the insurer, QBE Insurance (Australia) Limited.

Anchorage has binding authority from the insurer to issue, renew and vary the insurance policies and to handle claims. In doing so, Anchorage acts on behalf of the Insurer and not on your behalf.

When we offer to issue our Marine Hull Insurance product to you we will also provide you with a Product Disclosure Statement (PDS) and Marine Hull Policy booklet which contains information to help you make an informed decision about the policy. In providing our services, Anchorage provides non-personalised general insurance product advice which does not take into account your personal objectives, financial situation or needs.

## **FEES AND CHARGES**

Anchorage does not charge administration or policy issue fees. The Insurer receives 100% of the premiums, stamp duty and GST that form the cost of the product. The Insurer pays Anchorage an administration and management fee to meet all costs incurred in the provision of the product. This includes claims handling and the payment of any agent commissions or referral fees. Agent or referral payments are 15% of the premium. Anchorage receives a management fee, paid monthly, which represents between 15 and 30% of the premium component of the Policy.

## **HOW YOU CAN PROVIDE INSTRUCTIONS TO US**

You may apply for, vary or cancel your insurance policy by contacting us in writing to our address as detailed in the accompanying documentation.

## **IF YOU HAVE A CONCERN**

If you are not satisfied with the services provided, you should contact us, by telephone, in writing or in person and tell us about your complaint. A person with authority to deal with it will handle your complaint and this person will contact you to resolve your complaint. Anchorage is committed to the resolution of your complaint and full details of the process are included in the PDS. In the event your complaint is not resolved to your satisfaction, Anchorage is a member of the Financial Ombudsman Service and the Insurer is a member of the General Insurance Enquiries and Complaints Scheme. Both are external dispute resolution schemes and depending upon the nature of your concern you will be provided with the appropriate contact details