



one direct  
financial services guide

AFSL 234 527



# Introduction

This Financial Services Guide is designed to assist you in deciding whether to use the financial services offered by Australia and New Zealand Banking Group Limited ABN 11 005 357 522 trading as one direct (**one direct**) in relation to one direct general insurance (**one direct insurance**). It provides you with an understanding of what to expect from your interactions with one direct.

one direct is owned by ANZ, the holder of an Australian Financial Services Licence (**AFSL**).

April 2009

# Financial Services Guide (FSG)

This FSG contains information about:

- the financial services provided by one direct in relation to one direct insurance;
- remuneration received by one direct and its staff in connection with the provision of one direct insurance;
- one direct's complaints process as well as providing key contact details to communicate a complaint.

You will typically receive an FSG when one direct provides you with financial product advice or sells you one direct insurance.

This FSG has been prepared to provide you with information you will reasonably require to make a decision whether to use one direct to make your one direct insurance purchase.

## Other documents you may also receive

You may also receive a Product Disclosure Statement (PDS) when one direct sells you one direct insurance, recommends one direct insurance to you or the product is issued to you by the insurer.

A PDS contains general information about one direct insurance including:

- the terms and conditions for the product;
- any significant risks associated with holding the product;
- information about the cost of the product; and
- details of fees and charges the product issuer receives for issuing the product.

# Contacting Us

You can contact and find out more about one direct in the following ways:

By Mail:

one direct

Reply Paid 83981

Private Bag 25

Collins St. West

Melbourne Vic 8007

Telephone: **1800 286 533**

Internet: [www.onedirect.com.au](http://www.onedirect.com.au)

## Products and services one direct provides

The financial services that one direct provides in relation to one direct insurance are:

- providing financial product advice; and
- dealing in one direct insurance.

## Who one direct acts for

one direct acts on behalf of the product issuer when it sells one direct insurance. If you need to know the name of the issuer of the product that one direct offers and therefore who one direct acts for when it offers you that product, please refer to the Product Disclosure Statement.

## Benefits one direct may receive

one direct will receive commissions or other benefits from the product issuer for selling one direct insurance.

These payments may take various forms including:

- a bulk payment per policy opened; or
- a proportion of the first and/or subsequent years' premium payments.

Commission payments are generally received by one direct on a monthly, quarterly or annual basis.

All benefits to one direct form part of ANZ's overall earnings.

You may request particulars of any remuneration, commission or benefits payable to one direct in respect of one direct insurance.

## Remuneration or other benefits received by one direct staff

All one direct staff receive a salary. one direct staff may also receive fortnightly, monthly, or half-yearly commissions or monetary benefits for selling one direct insurance.

one direct staff may receive these commissions or other benefits in one or more of the following ways:

- payments for reaching sales and revenue targets generated either by their own sales or for referring customers to other areas of one direct
- bonuses based on the total value of products sold and the number of sales achieved by the staff member
- bonuses based on a combination of the performance of the staff member's team or business unit and the staff member's own performance.

Benefits can either be monetary or non-monetary.

one direct pays monetary benefits described directly to eligible staff into the same account into which their salary is paid, or in some circumstances, into another account specified by the staff member.

Non-monetary benefits can includes shares, options, pre-paid holiday accommodation, airline tickets and gift vouchers.

You may request particulars of any benefits payable to your one direct consultant in respect of one direct insurance.

If you receive personal advice, more detailed information on commissions or other benefits payable to one direct or one direct staff will be contained with the Product Disclosure Statement.

## Business interests and associations

one direct is owned by Australia and New Zealand Banking Group Limited.

ANZ has a 49% share in ING Australia Limited, a joint venture between ANZ and ING Group.

# Making a complaint

If you have a complaint about any of our products or services, one direct has established complaints resolution procedures that aim to deal with and resolve your complaint within 10 working days.

For the fastest possible resolution to your complaint, contact the one direct Insurance centre:

Phone: 1300 663 239

Mail: PO Box 4028

Sydney NSW 2001

## **Financial Services Dispute Resolution Schemes**

If you are not satisfied with the steps taken by one direct to resolve the complaint, or with the result of one direct's investigation, you may wish to contact the Financial Ombudsman Service.

Financial Ombudsman Service

GPO Box 3

Melbourne Vic 3001

Telephone: 1300 780 808

Fax: +61 3 9613 6399

Internet: [www.fos.org.au](http://www.fos.org.au)

## **Australian Securities and Investments Commission**

The Australian Securities and Investments Commission's (ASIC) website contains information on complaining about companies and people and describes the types of complaints handled by ASIC.

To obtain further information contact the ASIC Info line:

Telephone: 1300 300 630

Email: [infoline@asic.gov.au](mailto:infoline@asic.gov.au)

Internet: [www.asic.gov.au](http://www.asic.gov.au)



pay less  
get more 

call 1800 286 533  
[onedirect.com.au](http://onedirect.com.au)