

Financial Services Guide

Introduction

All references in this Financial Services Guide (FSG) to 'we', 'us' or 'our' are references to Honey Insurance PTY LTD (ABN 52 643 672 628) (AFSL 528 244) ('Honey Insurance') and RACQ Insurance Limited (ABN 50 009 704 152) (AFSL 233082) ('RACQ Insurance').

Any financial services provided in accordance with this FSG will only relate to products issued by us. Distribution of this FSG has been authorised by each of us.

Who we are

Honey Insurance promote and distribute Home, Contents and Landlord Insurance policies. Honey Home, Contents and Landlord Insurance policies are issued by RACQ Insurance Limited.

The Purpose of this Financial Services Guide

This FSG is designed to assist you in making an informed decision about the services we offer and can provide to you. The FSG contains important information about:

- Who we are & who we act for
- The services we provide
- How we and others are remunerated for the above services
- How complaints are dealt with
- How we respect your privacy; and
- How to contact us

Other documents you may receive

If you decide to acquire a Honey Insurance product, you will also receive a Product Disclosure Statement (PDS) and any applicable Supplementary Product Disclosure Statement (SPDS). The PDS and SPDS explain the significant benefits and features of the insurance policy and the rights, terms and conditions attached to the policy. They are aimed at assisting you to compare insurance products so that you can make an informed decision about whether or not to acquire the product.

If you have supplied your email address, we will send insurance documents including this FSG and PDS or applicable SPDS to that address unless you tell us you would like to receive those documents in a different form.

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Authorised Financial Services

Honey acts under a binder from RACQ Insurance and Honey is authorised to distribute, vary and dispose of Honey branded Home, Building, Contents or Landlord Insurance products underwritten by RACQ Insurance. This means that we represent and act for RACQ Insurance, not for you. RACQ Insurance is responsible for the financial services that will be provided by Honey Insurance to you or through you to your family members. RACQ Insurance is the issuer of the product. Honey Insurance is the distributor of the product.

In some cases, we may make a recommendation or give an opinion about a general insurance product. Before acting on any information or general advice we give you, you need to consider the appropriateness of that information or general advice with regard to your individual objectives, financial situation and needs.

How we are paid

When a Honey Insurance product is issued to you, we charge you a premium for that product based on your risk profile and circumstances. The total amount you will pay is the premium plus any amount payable in relation to any Stamp Duty, GST and other government charges, taxes, fees and levies.

If you take out a Honey Insurance product, RACQ will pay Honey a commission which may be up to 40% of the premium (exclusive of government and statutory charges). The commission will also be paid on any variations to your policy and on renewal. RACQ Group holds an equity interest in Honey.

The commissions paid to Honey are included as part of your premium. If a premium is not payable for a Honey Insurance product under the terms and conditions on which it's offered to you, Honey will not receive a commission if you decide to take out the product.

Honey Insurance staff (including directors) are paid an annual salary, and may also receive bonuses, or other incentives based on their performance as measured across various attributes.

Referrals

Where you have been referred to Honey Insurance by a third party and you decide to acquire a Honey Insurance product from us, we may pay the referrer. The payment amount depends on the product type, premium and the specific arrangement entered into with that referrer. The remuneration may also be paid on renewal and premium adjustments. Any remuneration paid to third party referrers is not charged directly to you. If you would like more details how Honey Insurance and / or our referrers are remunerated (including commission or other benefits that may be received), please ask for it within a reasonable period after you receive this document.

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Compensation Arrangements

The Corporations Act 2001 (Cth) requires Australian Financial Services Licensees to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of this Act, unless an exemption applies.

The RACQ Group and Honey Insurance each have professional indemnity insurance arrangements in place that comply with the requirements of section 912B of the Corporations Act. This insurance covers us and our employees for claims made against us by clients as a result of the conduct of us and our employees in the provision of financial services. You do not have a direct right to claim under this insurance.

Complaints

If you have a complaint about your Honey Insurance product, please contact us and we'll try to resolve the matter using a 3 step process as outlined below.

Step 1: Let us know about your complaint.

Please refer your complaint to us by one of the following methods.



Call us
137 137



Email us
feedback@honeyinsurance.com



Visit our website
honeyinsurance.com/feedback

Step 2: Reviewing your complaint

When you lodge your complaint with us, we would appreciate you providing us with your contact details and preferred contact time. This will enable us to acknowledge your complaint, provide you with updates on the progress of the review, and contact you with a decision in line with our complaints management process. You can find further information on our complaints management process by visiting honeyinsurance.com/feedback.

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Step 3 : Refer to external dispute resolution

We expect that together, we can find a fair and balanced outcome. However, if you are not happy with our decision or the handling of your complaint, you can access the External Dispute Resolution Scheme, managed by the Australian Financial Complaints Authority (AFCA). AFCA's role is to provide consumers (you) with free, fair and independent dispute resolution for complaints relating to financial service providers.

AFCA deals with complaints that fall within their 'Complaint Resolution Scheme Rules' and will only consider your complaint after we have first had the opportunity to resolve your complaint through our internal dispute resolution process.

To find out whether your complaint qualifies for AFCA, you can contact AFCA by:

Writing	Australian Financial Complaints Authority Limited GPO Box 3, Melbourne, VIC 3001
Calling	1800 931 678
Visiting	www.afca.org.au , or
Email	info@afca.org.au

General Insurance Code Of Practice

As the product issuer, RACQ Insurance is a signatory to the General Insurance Code of Practice 2020. The General Insurance Code of Practice sets standards for insurers and is designed to raise the standard of practice and service in the general insurance industry. You can obtain a copy of the Code by contacting us or from the Insurance Council of Australia by calling 1300 728 228 or visiting insurancecouncil.com.au.

Your Privacy

RACQ and Honey Insurance will collect, hold, use and disclose your personal information in accordance with the Australian Privacy Act and the Australian Privacy Principles (APP). Our privacy policy can be found at honeyinsurance.com/privacy and RACQ's privacy policy is available at racq.com.au/privacy.

If you wish to make a complaint about the privacy of your personal information please contact us. You may also make a complaint to the Office of the Australian Information Commissioner (OAIC) upon becoming aware of any privacy issue.

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Contact Us

Honey Insurance

You can contact Honey Insurance using the following methods:



Phone
137 137



Email
contact@honeyinsurance.com



Website
honeyinsurance.com

RACQ Insurance

You can contact RACQ Insurance by calling [13 19 05](tel:131905) or visiting racq.com.au