

C O V E R F O R C E

Coverforce Pty Ltd
Financial Services Guide
For U-PLUS Industry Insurance



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Coverforce Pty Ltd

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ABOUT THIS FINANCIAL SERVICES GUIDE

The purpose of this Financial Services Guide (FSG) is to provide you with information about the financial services Coverforce Pty Ltd (Coverforce) is authorised to provide under its Australian financial services licence. This FSG is designed to assist you in deciding whether to use any of the financial services described in this document. It also describes the remuneration that Coverforce receives in relation to the financial services offered, and provides you with information on how Coverforce deals with complaints.

In choosing to use the financial services of Coverforce, you may also receive other documents from it or other parties, such as:

- a **STATEMENT OF ADVICE**, which is a written statement provided by a financial adviser detailing any personal financial advice provided to you and the basis for providing that advice, and/or
- a **PRODUCT DISCLOSURE STATEMENT (PDS)**, which is a document an issuer of a financial product prepares outlining the significant benefits, risks, costs, terms and conditions of any product it issues. A PDS will generally be provided to you (or a person acquiring a product on your behalf) before you acquire an interest in a financial product as a retail client. You may also view Coverforce's PDS(s) and PDS(s) for products Coverforce arrange for the issue of at www.coverforce.com.au/uplus

OUR FINANCIAL SERVICES

Coverforce is primarily involved in managing, arranging and distributing interests in a master group insurance policy for the benefit of employers. A master group insurance policy offers individuals access to a pooled group insurance policy. Coverforce is the holder of the master group insurance policy issued by TOWER Australia Limited (TOWER) (ABN 70 050 109 450).

Coverforce is authorised to arrange for the issue of interests in the master group insurance policy. Coverforce is also authorised to provide financial product advice about the insurance products that it arranges. Coverforce is also authorised to operate a custodial service in order to hold premium monies paid to it when arranging for employers to acquire interests in the policy.

In providing these financial services, Coverforce at all times acts on its own behalf, and is not the representative of any other financial services licensee nor does it act under a binder. Coverforce does not actively provide personal financial product advice in relation to its

products or services, although may refer you to an appropriately qualified financial adviser on request.

REMUNERATION

Coverforce is entitled to receive commissions for arranging for the issue of interests in the master group insurance policy from TOWER. Commissions will generally be a set percentage of the insurance premium payable to TOWER. The amount is deducted from the premium received by Coverforce before remitting the remainder to TOWER. Coverforce is currently authorised to deduct a commission between 0% and 20% of premium paid to Coverforce in relation to the issue of interests in the master group insurance policy.

Coverforce does not pay commissions or other remuneration to anyone for referral of customers, nor does Coverforce receive Commissions for referring clients to financial advisers.

HOW STAFF ARE PAID

All Coverforce staff (including its directors) are paid an annual salary which may be reviewed on an annual basis based on set performance criteria. Staff may also receive bonuses based on individual or company performance.

THE ISSUER

TOWER is the issuer of the master group insurance policy. Coverforce does not have any relationship or associations with TOWER which may affect the arrangement which it has.

As manager of the master group insurance policy, Coverforce will handle all correspondence in relation to the interests in insurance, including the claims handling process. All queries and correspondence should be directed to Coverforce.

PRIVACY

Coverforce is bound by the National Privacy Principles in the way it collects, uses, discloses and stores your personal information (a reference to “you” or “your” in this section is also a reference to any person on whose behalf you acquire an interest in a product which Coverforce arranges for the issue eg: an employee).

Coverforce requires personal information in order to administer its products and to process claims. If you do not provide the information requested Coverforce may not be able to

arrange for the issue of an interest in the policy to you, or to process a claim you may have for a benefit.

For the purposes outlined above, Coverforce may disclose your personal information to its service providers. For the purposes of assessing claims, the information disclosed may include sensitive information such as health information. Coverforce may provide this information to TOWER or anyone TOWER has appointed to assist it in considering the claim, such as medical advisers, lawyers or private investigators. Coverforce may also disclose your personal information to third parties where required or permitted by law.

Coverforce may use the information collected to notify you about new products and services, and special offers, events or articles that may be of interest to you. Coverforce may send you regular updates by email or by post on insurance matters. If you would rather not receive this information please contact Coverforce.

Coverforce will ordinarily give you access to the information it holds on you on request, and will also correct, amend, or delete any personal information that it agrees is inaccurate. Coverforce may charge reasonable administration costs for access to personal information.

By accepting the financial services Coverforce provides, you consent to the collection and use of the information you have provided for the purposes described above. To view Coverforce's full Privacy Policy please refer to www.coverforce.com.au/uplus, contact Coverforce's Privacy Officer on 02 9267 5999, or email admin@coverforce.com.au.

COMPLAINTS HANDLING

If you are not fully satisfied with the financial services provided by Coverforce, please telephone the Complaints Manager, on 02 8814 7777. Coverforce will generally acknowledge your complaint in writing within 15 working days and endeavour to resolve it within 45 working days. If, having received a proposed resolution from Coverforce, you are still not satisfied, you may refer your complaint to the Financial Ombudsman Service (FOS), an external dispute resolution scheme for the financial services industry.

Further information about FOS is available by contacting Coverforce, or FOS directly on 1300 780 808 or by post at GPO Box 3, Melbourne VIC 3001.

FURTHER INFORMATION

Further information about the financial products and services provided by Coverforce can be obtained from www.uplus.com.au or by contacting Coverforce on the details below.