



FINANCIAL SERVICES GUIDE – FULL PRODUCT PROTECTION (“PRODUCT PROTECTION”)

1. INTRODUCTION

This Financial Services Guide (FSG) describes the services provided by ZipMoney Payments Pty Ltd ABN 58 164 440 993 (Zip).

This FSG explains how ZIP is remunerated for the insurance services they provide, professional indemnity insurance arrangements, relationships with the insurer and how they handle any complaints you may have. This FSG to you when you purchase Zip Full Product Protection insurance product (Zip Insurance). A Product Disclosure Statement (PDS) describing the main features of Zip Insurance will also be provided to you when you purchase Zip Insurance.

2. OUR INSURANCE SERVICES

Zip is an authorised representative (AR no. 001296011) of Cover Genius ABN 43 159 983 598 AFSL 490058 (Cover Genius) to arrange for the issue of the general insurance products and provide general advice on general insurance products. When Zip provides these financial services to you, Zip is acting as an agent of Cover Genius.

Cover Genius holds an Australian financial services licence (no. 490058). They are authorised to issue and arrange for the issue of general insurance products, provide general advice on general insurance products and provide claims handling and settling services. For the purpose of the Zip Insurance, Cover Genius provides the claims handling and settling service. They have a binder agreement in place with the insurer, Pacific International Insurance Pty Limited ABN 83 169 311 193, AFSL 523921 (Insurer). Cover Genius can provide claims handling and settling services as an agent of the Insurer within their delegated authority. When Cover Genius provides these insurance services to you, they are acting as the agent of the Insurer. They are not acting on your behalf.

Zip is not authorised to provide personal advice to you. This means any advice given in relation to the Zip Insurance will not take into account your personal objectives, financial situation or needs. Before you make any decision about whether to acquire the Zip Insurance, you should read the PDS and consider whether the product meets your insurance needs. A Target Market Determination is also available.

3. HOW ARE WE PAID?

Zip is paid a commission when you buy the Zip Insurance. This commission is a percentage of the premium that you pay and this commission is earned after you have paid the premium. Zip’s employees are paid an annual salary and may be paid a bonus based on business performance.

4. OUR PROFESSIONAL INDEMNITY INSURANCE

A professional indemnity insurance program is in place which covers us for any errors or mistakes relating to our insurance services. This insurance meets the requirements of the section 912B of the *Corporations Act 2001 (Cth)* and covers the services provided by us, our employees and representatives. This cover continues after they cease working with us, provided that we notify the Insurer of the claim when it arises and this is done within the relevant policy period.

5. WHAT TO DO IF YOU HAVE A COMPLAINT

You can contact us at complaints@care.zip.co if you have a concern, complaint or dispute about the financial services described in this FSG. You can also write to us using the details at the end of this FSG. We will acknowledge your complaint within 24 hours. We will provide you with the outcome of your complaint within 30 days from the date on



which you lodged the complaint. This outcome will either confirm the actions we have taken to resolve the complaint, or the reasons for rejecting the complaint.

If the complaint is not resolved to your satisfaction, you can refer the complaint or dispute to the Australian Financial Complaints Authority (**AFCA**). AFCA is a free dispute resolution service to consumers who may be in dispute with their insurer. AFCA's decision will be binding on us. AFCA will indicate whether they can assist you with your complaint as this service is not available to all customers/products. Cover Genius is a member of AFCA.

You can contact AFCA at:

Address: AFCA GPO Box 3 Melbourne VIC 3001

Phone: 1800 931 678

Email: info@afca.org.au

Website: afca.org.au

6. HOW WE PROTECT YOUR PRIVACY

Zip is committed to protecting your privacy and will use the information you provide to advise about and assist with your insurance needs. Zip do not trade, rent or sell your information. You can check the information Zip hold about you at any time. See our Privacy Policy here: zip.co/au/page/privacy.

7. HOW CAN YOU CONTACT US?

For more information about the remuneration and other benefits received for the financial services that Zip provide, please contact us within a reasonable time of receiving this FSG and before you choose to buy this product. If you have any other questions or need to share information with Zip about the financial services provided, please get in touch using these details:

Zip

Address: 14/10 Spring Street, Sydney NSW 2000

Website: zip.co/au

Contact us through: help.zip.co/hc/en-us.

This FSG has been authorised for distribution by Cover Genius. This FSG was prepared on 14 March 2022.