

Financial Services Guide

About this Financial Services Guide (FSG)

This FSG contains information about our services and charges, your rights as a client and other matters including how we deal with complaints. The FSG sets out information designed to assist you to decide whether you wish to use any of our services. The FSG contains only general information on the services offered.

MHIA only provides general advice, which does not take into account your personal circumstances. We do not provide personal advice in any capacity. If you require personal advice, you should talk to an insurance broker.

If you acquire a product, you will receive a PDS, which contains information about the particular product to enable you to make an informed decision before you acquire the product, including how we handle your privacy and deal with any complaints.

About MHIA

MHIA is an insurance underwriting agent and when MHIA provides its services it acts on behalf of the Insurer, not on your behalf. When MHIA acts on behalf of Certain Underwriters at Lloyd's MHIA is referred to as a 'Coverholder'.

MHIA will only provide you with advice on its products. MHIA gives general advice only. This means that the advice will not take into account your objectives, financial situation or needs. Because of this, you should, before taking any action to acquire this financial product, consider whether it is appropriate having regard to Your own objectives, financial situation and needs.

You should read the PDS and consider it before making any decision about whether to acquire this financial product.

About MHIA's remuneration

MHIA is remunerated by means of a commission on the premium you pay. As well as issuing the policy to you, MHIA may also perform other services for its principals, the Insurers. MHIA designs policy wordings, supplies all advertising and promotion for policies, issues policies, and handles or manages claims. The commission MHIA is paid varies depending on the range of functions We perform for the Insurer. The commission can range from 0% to 27.5% of the base premium before government charges. MHIA deducts its commission before it sends your premium to the Insurer.

MHIA also charge fees for policy management. Fees including GST are:

- Policy Fee \$82.50 per annum
- Cancellation Fee \$22.00 for cancellation before the renewal date

MHIA fees do not form part of the premium and are not refundable. Any quotation MHIA gives you will include the relevant fee.

In addition to this MHIA may be entitled to a claims experience profit share from the Insurer. The amount of this profit share will depend on the overall claims experience of all policies that MHIA issues on behalf of the Insurer.

MHIA staff members may also receive indirect benefits such as lunches, tickets to sporting or cultural events, corporate promotional merchandise and the like. MHIA staff members and directors are paid salaries and bonuses based on company sales volume. No direct commissions are paid to either.

MHIA sometimes appoints referrers who introduce clients. These referrers may receive a spotter's fee from MHIA.

How to contact MHIA

You can contact MHIA or provide MHIA with instructions:

- in person at Unit 19, 1 Reliance Drive, TUGGERAH NSW 2259
- by phone on **1800 676 700**
- by email info@mhia.com.au
- in writing to Reply Paid 3597, TUGGERAH NSW 2259

Arranging a policy with MHIA

New Business

MHIA will send you the original insurance policy documents. The terms and conditions offered in the insurance documents will be based on the information you have supplied. You have an obligation to check this information and advise MHIA if any of the information is incorrect. Information that is incorrect could cause the policy to be cancelled or allow the insurer to refuse to pay a claim.

Your policy is due for payment at the time it is issued. When you are paying by cheque or by instalments, MHIA will allow a short period of time for payment so that you can make the necessary arrangements.

Renewals

MHIA will give you at least 14 days' notice of expiry of any policy that MHIA has issued.

At that time, if the insurer is prepared to renew the policy, MHIA will send you an offer to renew the insurance policy and advise you of the cost of renewal. If you want to change the details of the insurance, contact MHIA as soon as you receive the renewal offer. If you wish to renew the policy, you must provide MHIA with instructions to do so and pay the premium and other charges before the due date.

Variations

You should carefully monitor and review that your insurance policy is adequate. If you want to vary any insurance, e.g. by increasing the amount insured or adding other property, please provide MHIA with details of the changes you require and any other information MHIA needs.

MHIA will effect the variation and provide you with written confirmation. Payment will be required at the time you request the variation.

General Insurance Code of Practice

The Insurance Council of Australia Limited has developed the General Insurance Code of Practice ("the Code"), which is a voluntary self-regulatory code. The Code aims to raise the standards of practice and service in the insurance industry.

Lloyd's has adopted the Code on terms agreed with the Insurance Council of Australia. For further information on the Code please visit <https://codeofpractice.com.au>.

The Code Governance Committee (CGC) is an independent body that monitors and enforces insurers' compliance with the Code. For more information on the Code Governance Committee (CGC) go to <https://insurancecode.org.au>.

Complaints and Disputes

If you have any concerns or wish to make a complaint in relation to this policy, our services or your insurance claim, please let us know and we will attempt to resolve your concerns in accordance with our Internal Dispute Resolution procedure. Please contact MHIA in the first instance:

Complaints Officer

MHIA

Email: idr@mhia.com.au

Phone: (02) 4303 0300

Mail: PO BOX 3597, Tuggerah NSW 2259

You can also lodge your complaint via the MHIA website at <https://mhia.com.au/dispute-resolution>.

We will acknowledge receipt of your complaint and do our utmost to resolve the complaint to your satisfaction within 10 business days.

If we cannot resolve your complaint to your satisfaction, we will escalate your matter to Lloyd's Australia who will determine whether it will be reviewed by their office or the Lloyd's UK Complaints team. Lloyd's contact details are:

Lloyd's Australia Limited

Email: ldraustralia@lloyds.com

Phone: (02) 8298 0783

Mail: Suite 1603 Level 16, 1 Macquarie Place, Sydney NSW 2000

A final decision will be provided to you within 30 calendar days of the date on which you first made the complaint unless certain exceptions apply.

You may refer your complaint to the Australian Financial Complaints Authority (AFCA), if your complaint is not resolved to your satisfaction within 30 calendar days of the date on which you first made the complaint or at any time. AFCA can be contacted as follows:

Australia Financial Complaints Authority

Phone: 1800 931 678

Email: info@afca.org.au

Mail: GPO Box 3 Melbourne VIC 3001

Website: <https://afca.org.au>

Your complaint must be referred to AFCA within 2 years of the final decision, unless AFCA considers special circumstances apply. If your complaint is not eligible for consideration by AFCA, you may be referred to the Financial Ombudsman Service (UK) or you can seek independent legal advice. You can also access any other external dispute resolution or other options that may be available to you.

The Underwriters accepting this Insurance agree that:

- (i) if a dispute arises under this Insurance, this Insurance will be subject to Australian law and practice and the Underwriters will submit to the jurisdiction of any competent Court in the Commonwealth of Australia;
- (ii) any summons notice or process to be served upon the Underwriters may be served upon:

Lloyd's Underwriters' General Representative in Australia
Suite 1603
Level 16
1 Macquarie Place
Sydney NSW 2000

who has authority to accept service on the Underwriters' behalf;

- (iii) if a suit is instituted against any of the Underwriters, all Underwriters participating in this Insurance will abide by the final decision of such Court or any competent Appellate Court.