

# PANTAENIUS AUSTRALIA PTY LTD

## FINANCIAL SERVICES GUIDE

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This Financial Services Guide ("FSG") is an important document. It is issued by Pantaenius Australia Pty Ltd (Pantaenius) and provides you with information about Pantaenius and to help you decide whether to use our services. This FSG contains information about the services we can offer you, how we are remunerated, how we handle complaints and our privacy policy.

You will receive a separate Product Disclosure Statement ('PDS') before or at the time you apply for Sail & Motor Yacht Insurance which contains information on the risks, benefits, and significant characteristics of the insurance product and is intended to assist you to decide if you wish to take out insurance cover.

Please keep this FSG, your PDS and Policy document for future reference. If these documents are amended, reasonable notice will be given to you. The most recent versions of these documents are available online at [www.pantaenius.com.au](http://www.pantaenius.com.au).

### 1. Who are we and what services we offer

Pantaenius Australia Pty Ltd (AFS Licence No.410502) is an insurance broking business and agency specialising in Sail & Motor Yacht Insurance. We hold an Australian Financial Service Licence to arrange, issue and advise on general insurance products.

The Insurer(s) of the Sail & Motor Yacht Insurance Policy is/ are Certain Underwriter(s) at Lloyd's ("Insurer").

Pantaenius has a binding authority to act as an agent of the Insurer(s) to issue, renew and vary insurance policies and to handle claims as if it was the Insurer(s). This means Pantaenius acts at all times on behalf of the Insurer(s) and any information given to Pantaenius is deemed to have been given to the Insurer(s).

### 2. When we give you advice

Pantaenius will only provide you with general advice when arranging Sail & Motor Yacht Insurance and it does not or has not considered your personal financial situation, objectives and needs. You should consider whether this advice suits your requirements before you take out an insurance product.

If you require personal advice on your particular financial situation, objectives or needs, you should consult your financial adviser or insurance broker. Personal advice is financial product advice that is given or directed to a person in circumstances where the adviser has considered one or more of the person's financial situation, objectives or needs.

### 3. Receiving instructions from you

You may apply for, vary or cancel your insurance contract by writing to us using the contact methods set out in item 9 below.

### 4. Fees and Charges

Before you take out Sail & Motor Yacht Insurance, you need to consider the premium, fees and charges set out in the Policy Schedule such as an administration fee, stamp duty and GST. Please refer to your Policy Schedule for full details.

### 5. Remuneration and Benefits We Receive

Pantaenius is remunerated for the services provided including claims handling to the Insurer through commission payments whenever you enter into an insurance contract arranged by Pantaenius (including renewals).

The amount of commission payable to us will vary between 25% and 35% of the base premium you pay.

### 6. Your Privacy

We collect personal information to ensure that we can offer or provide you with products and services most appropriate to your needs, as outlined in this FSG. We value your privacy and we have adopted the principles set out in the Privacy Act 1988 as part of our commitment to maintain client confidentiality in the collection, use, disclosure or handling of personal information. For further information about our privacy policy, please see Pantaenius Privacy Policy available on our website at [www.pantaenius.com.au](http://www.pantaenius.com.au).

### 7. What to Do if You Have a Complaint

It is the aim of Pantaenius to provide the best customer service, but if you have a complaint about any service or insurance product, your complaint should be addressed to us in the first instance. If this does not resolve the matter or you are not satisfied

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with the way a complaint has been dealt with, you should contact Lloyd's Underwriters' General Representative in Australia, Level 9, 1 O'Connell Street, Sydney NSW 2000 or phone 02 9223 1433.

If we are unable to resolve your complaint and if you are still not satisfied, you are entitled to refer it to: Financial Ombudsman Service, GPO Box 3, Melbourne VIC 3001

Telephone 1800 367 287

Email: [info@fos.org.au](mailto:info@fos.org.au)

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

### **8. About this FSG and Updates**

All the information contained in this FSG is current as at the date of this FSG. We will publish minor changes to the FSG on our website. We will update the FSG if there are significant changes.

### **9. How to contact us**

PANTAENIUS AUSTRALIA PTY LTD ABN: 95 148 013 085

AFS licence no.: 410502

Telephone: +61 (0)2 9936 1670

Email: [info@pantaenius.com.au](mailto:info@pantaenius.com.au)