



# FINANCIAL SERVICES GUIDE

08/12/2023

## Introduction

This Financial Services Guide (FSG) has been designed to help you make an informed decision about the financial services that Mercurien Insurance Pty Ltd (Mercurien) AFSL 480284 provides.

The guide also contains information about how Mercurien is remunerated for providing these financial services, information about professional indemnity insurance arrangements and what the process is if you have a complaint about the financial services provided by Mercurien.

If Mercurien will be issuing an insurance policy to you, Mercurien will give you a Product Disclosure Statement (PDS). The PDS is designed to provide important information on the significant features and benefits of the insurance and is designed to assist you in making an informed decision about whether to buy the insurance. The PDS is separate to this document and is available from Mercurien by email at [support@mercurien.com](mailto:support@mercurien.com) or from the Mercurien website ([www.mercurien.com](http://www.mercurien.com)).

## Mercurien's Financial Services

Mercurien is authorised to provide general financial products advice and deal in general insurance products.

Mercurien is the company that provides the financial services to you when you purchase the commercial motor and motor fleet insurance. Mercurien holds a delegated authority, which means that it can enter into, vary and/or cancel the insurance products without referring to the insurer, provided it acts within its binding authority. When providing these services, Mercurien acts on behalf of the insurer and does not act on your behalf.

Mercurien may give general financial product advice on the insurance products that it offers and any advice given is provided for your assistance but provided on behalf of the insurer.

Any general advice given by Mercurien does not take into account your individual objectives, financial circumstances or needs. Before you make any decision about the insurance, read the PDS carefully to ensure that it is suitable for you. You should consult your insurance adviser or broker if you require professional advice on your situation.

### LACK OF INDEPENDENCE

Mercurien receives commissions from the underwriters that we place your insurance with and we retain that commission to operate our business.

## Mercurien's Remuneration

Mercurien is paid a commission by the insurer when you purchase insurance which is 21%. The commission is calculated as a percentage of the premium that you pay for the insurance issued to you. The commission forms part of the premium charged by the insurer and is used to pay brokerage and operate the business.

We may also be paid a share of the underwriting profits earned by the insurer based on the underwriting performance of the portfolio if certain criteria are met based on contractual arrangements between us and the insurer. If we do not meet the criteria, we may not be paid a share of the underwriting profits.



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Mercurien may charge you a fee for the policy we arrange for you. The fee is charged in addition to your policy premium. This fee reimburses us for the costs associated with providing our products and services including: preparation and distribution of documentation; amendments to the policy during the policy year; the provision and maintenance of the technology platform; education; and services to assist you to manage your risk. It is calculated based on factors including the work involved, the nature of your business and the product selected. All fees payable for services will be advised to you separately from your premium on the invoices we provide. Please contact us if you want to learn more about the fees we may charge.

Mercurien may earn interest on client monies invested prior to payment to the insurer.

Employees of Mercurien are paid an annual salary and may receive a bonus based on performance criteria, which can include sales performance.

Some employees and officers of Mercurien who hold a shareholding or ownership interest in Mercurien may receive company dividends.

### Information About Associations and Relationships

Mercurien Insurance Pty Ltd and Better Driver Pty Ltd are wholly owned subsidiaries of Mercurien Pty Ltd.

### Professional Indemnity Insurance

Mercurien holds professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act. The insurance covers claims involving errors or mistakes relating to our services in relation to Mercurien employees, including former employees after they cease working with us, provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

### Complaints

If you wish to complain about our services, contact Mercurien using [complaints@mercurien.com](mailto:complaints@mercurien.com) or the Mercurien business address below. We will acknowledge receipt of your complaint and attempt to resolve it within 30 business days.

Mercurien is a member of the Australian Financial Complaints Authority, an external dispute resolution scheme. If you are unsatisfied with the manner in which we handle your complaint, you are entitled to take your complaint to them. Their contact details are on their website at [www.afca.org.au](http://www.afca.org.au).

### Privacy

Mercurien is committed to ensuring the privacy and security of your personal information.

Our privacy statement is set out in the PDS and is available from Mercurien by email at [support@mercurien.com](mailto:support@mercurien.com) or from the Mercurien website ([www.mercurien.com](http://www.mercurien.com)).

### How to Contact Mercurien

Please direct all enquiries to Mercurien in the first instance.

Mercurien Insurance Pty Ltd  
C/Vital Addition  
Level 3, 360 Kent Street  
Sydney NSW 2000

E: [support@mercurien.com](mailto:support@mercurien.com)  
P: 1800 00 2010