



**Combined Product Disclosure
Statement and Financial Services Guide**
Total Assist Insurance

Introduction

It is important that before You purchase this insurance You take the time to read and understand this Combined Product Disclosure Statement (PDS) and Financial Services Guide (FSG) in its entirety, as it contains important information as required under the financial service provisions of the Corporations Act 2001.

If You do not understand any part of this document, please contact Us and We will be happy to explain any matter for You.

PLEASE TAKE THE TIME TO READ THROUGH THIS DOCUMENT CAREFULLY AND RETAIN FOR YOUR RECORDS

Please note that if the finance contract is not regulated by the National Consumer Credit Protection Act 2009 (Cth) (NCCP), then nothing contained in this document can or should be read as implying that the finance contract is regulated by the NCCP.

Preparation date 25th May 2016. V250516 CID

This product is issued by the insurer Eric Insurance Limited. Car Insurance Pty Ltd act as a Third Party Introducer (TPI) and is not authorised under the Corporations Act 2001 to provide any financial product advise.

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Part B Financial Services Guide

Part A:

Product Disclosure Statement

WHAT IS A PRODUCT DISCLOSURE STATEMENT (PDS)?

This PDS is designed to assist You in understanding this insurance You are considering so You can make an informed choice about whether You should purchase it.

We may need to update this PDS from time to time if certain changes occur where required and permitted by law. If this happens, We will issue You with a new PDS or a Supplementary PDS or other compliant document to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, We may issue You with notice of this information in other forms or keep an internal record of such changes (You can get a paper copy free of charge by contacting Us using Our details below).

Other documents may form part of this PDS and the Policy. If they do, We will tell You in the relevant document.

Some words or expressions have special meaning. They begin with capital letters and their meaning is explained in the Definitions and Interpretations section of this PDS.

WHO IS THE INSURER?

Eric Insurance Limited (Eric) ABN 18 009 129 793 AFSL 238 279, the issuer and underwriter of this insurance product, is an Australian owned insurance company which is authorised by the Australian Prudential Regulation Authority (APRA) to carry on general insurance business in Australia under the Insurance Act 1973 (Cth) and holds an Australian Financial Services Licence issued by Australian Securities and Investments Commission (ASIC).

If You need to contact Eric please do so through any of the options listed in the company details below:

PO Box 9106, Scoresby VIC 3179
Telephone: 1800 999 977
Web: www.ericinsurance.com.au
Email: info@ericinsurance.com.au

OUR CONTRACT WITH YOU

Where We agree to enter into a Policy with You, following payment or Your agreement to pay the Premium, it is a contract of insurance between Us and You (see definition of “You” for details of who is covered by this term).

The Policy sets out the cover which We are able to provide You. You need to decide if the limits, type and level of cover are appropriate for You and will cover Your potential loss. If they are not, You may be underinsured and You may have to bear that part of any loss for which You are not covered.

The Policy consists of:

- This document which sets out the standard terms and conditions of Your relevant cover, including its limitations and exclusions;
- The Policy Schedule issued by Us. The Policy Schedule is a separate document, which shows certain insurance details relevant to You. It may include additional terms, conditions and exclusions relevant to You that amend the standard terms of this document. If the Policy is varied during the Period of Insurance We will send You an updated Policy Schedule taking into account the variations; and
- Any other change to the terms of the Policy otherwise advised by Us in writing (such as an Endorsement or Supplementary PDS) which may vary or modify the above documents.

These are all important documents and should be carefully read together as if they were one document to ensure that You are satisfied with the cover.

All Policy documentation should be kept in a safe place for future reference.

We reserve the right to change the terms of the Policy where permitted to do so by law.

COMMISSION

Our authorised representatives receive a commission for arranging this Insurance and do so on Our behalf and not Yours. The commission payable to Our authorised representatives is calculated as a percentage of the Premium You pay, excluding Stamp Duty and government charges. For more information on the commission Our authorised representatives receive refer to the FSG (Part B of this document).

NO OBLIGATION TO PURCHASE

This Policy is not compulsory and it is not a condition of Your Finance Contract that You must have this insurance. If You apply for, or obtain a Policy, You are not obliged to buy the Policy. If You do choose to take out this insurance Policy, You may do so with another insurer on terms that are the same or different to the terms of the Policy.

YOUR DUTY OF DISCLOSURE

Before You enter into an insurance contract, You have a duty of disclosure under the [Insurance Contracts Act 1984](#).

If We ask You questions that are relevant to Our decision to insure You and on what terms, You must tell Us anything that You know and that a reasonable person in the circumstances would include in answering the questions.

You have this duty until We agree to insure You.

If You do not tell Us something

If You do not tell Us anything You are required to tell Us, We may cancel Your contract or reduce the amount We will pay You if You make a claim, or both.

If Your failure to tell Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

ELIGIBILITY

You are only eligible for cover under the Policy if You meet the following eligibility criteria:

- You must be at least 18 years of age at the commencement of the Period of Insurance;
- Your Vehicle must be covered by Comprehensive Vehicle Insurance at the time of a claim; and
- Your Vehicle must be one of the following:
 - A motor Vehicle with a **carrying capacity** less than 2 tonnes;
 - A motorcycle;
 - A boat;
 - A caravan;
 - Trailered pleasure craft;
 - Campervans; or
 - Any other Vehicle approved by Us.

The Policy specifically excludes any Vehicle that is let on hire or is being used for carrying passengers for hire or reward. This includes taxis and rental cars. It also specifically excludes courier or delivery Vehicles, including fast food delivery.

Cover under this Policy only relates to the individual named in the Policy Schedule and is not available to multiple persons.

COVER PROVIDED

This Policy provides cover to You if the Vehicle is covered by Comprehensive Vehicle Insurance and becomes a Total Loss and the Comprehensive Vehicle Insurer makes a full Total Loss settlement to You, subject to the terms and conditions of this Policy and the level of cover selected.

If this occurs during the Period of Insurance, We will pay the applicable benefit to You for the level of cover selected.

Benefit payments are paid to You, but are not payments which in any way relate to any property mortgaged to the Financier.

TRUTHFUL STATEMENTS

You are required to be truthful when supplying information in Your application for this Insurance Policy. See Your Duty of Disclosure.

SUMMARY OF COVERS

The table below summarises the key benefits of each level of cover.

The following types of cover only apply if the Policy Schedule shows that it applies and You have paid or agreed to pay the Premium for it. You will need to select the appropriate type of cover based on Your needs.

Please note that this is a limited summary only and not a full description of the covers. Each cover noted is subject to terms, conditions, exclusions and limitations that are not listed in the summary. You need to read the full terms, conditions and exclusions of the Policy and the Policy Schedule which specifies the options taken for a full explanation of the cover.

No cover is provided under this Policy for the following:

- Any liability for You to pay the Goods and Services Tax, unless You are not a registered entity within the meaning of the Goods and Services Tax Act 1999

We will NOT make any payment under this Policy if the Comprehensive Vehicle Insurer does not make full settlement under the Comprehensive Vehicle Insurance Policy following a Total Loss by either paying the market or agreed value of the Vehicle or by providing You with a replacement Vehicle.

You need to select a level of cover that suits Your needs. Within this Policy You are able to choose from 4 levels of cover, referred to as:

COVERS PROVIDED	MAXIMUM POLICY BENEFIT PAYABLE ON RECEIVING AGREED MARKET VALUE	VEHICLE REPLACEMENT BENEFIT
COVER 1	\$5,000	\$2,000
COVER 2	\$4,000	\$2,000
COVER 3	\$3,000	\$2,000
COVER 4	\$1,500	\$1,500

Example 1:

If You hold cover level 1 and suffer a Total Loss, and as a result of the Total Loss Your Comprehensive Vehicle Insurer pays out the agreed or market value to You under Your Comprehensive Vehicle Insurance. We will pay to You the Maximum Policy Benefit of \$5,000. Your Policy will discontinue as the Maximum Policy Benefit has been reached.

Example 2:

If You hold cover level 1 and suffer a Total Loss, and as a result of the Total Loss Your Comprehensive Vehicle Insurer replaces Your Vehicle under Your Comprehensive Vehicle Insurance. We will pay to You the Vehicle Replacement Benefit of \$2,000. Your Policy will continue to provide protection for Your replacement Vehicle to the amount of \$3,000 being the difference between the Maximum Policy Benefit of \$5,000 for Level 1 and Vehicle Replacement Benefit of \$2,000 already paid.

IDENTITY THEFT BENEFITS

If You are the victim of identity theft during the 12 month period following the commencement of the Policy, Eric will indemnify You for any amount that You remain personally liable for to Your bank or credit card provider for any fraud where Your personal details have been stolen and used to obtain funds.

The maximum amount payable under this identity theft additional benefit is \$1,000 (irrespective of the number of policies You have with Eric). Any claim under this identity theft additional benefit must be received by Eric within 15 months from the commencement of the Policy.

In order to claim under this benefit:

- You must have made a complaint to the police about the identity theft;
- You must complete an identity theft claim form (available from Eric's website www.ericinsurance.com.au) which includes a limited power of attorney authorising Eric to act on Your behalf in relation to such a claim; and
- The claim form and a copy of the police incident report must be sent to Eric.

HOW TO MAKE A CLAIM

If You need to make a claim, please contact Us on 1800 999 977 as soon as possible. Written notice in the form of a signed claim form containing full particulars of any event in respect of which a claim is to be made must be given to Us.

All documentation, certificates and information required by Us shall be furnished by You or any claimant hereunder at his or her expense in the form and of the nature prescribed by Us. No benefits under this Policy are payable until evidence satisfactory to Us is received.

If requested, You must also authorise the Comprehensive Vehicle Insurer to release to Us all documents relevant to any payout under the Comprehensive Vehicle Insurance Policy.

In the event of a claim and where the Premium for the Policy was Financed, We may if requested by the Financier, make payment of benefits directly to them.

NO benefit is payable under the Policy until such time as the Comprehensive Vehicle Insurer declares the Vehicle a Total Loss AND makes full settlement under the Comprehensive Vehicle Insurance Policy.

CANCELLATION

CANCELLATION BY YOU

If You wish to cancel the Policy, You can do so at any time by providing Us with notice in writing.

If You cancel the Policy during the Period of Insurance We will charge a cancellation fee of 15% of the Premium. This fee will be deducted from any refund that may be owing. We will not charge a cancellation fee if You cancel the Policy during the cooling off period or if We cancel the Policy for any reason during that period.

We will refund to You the portion of the Premium that You have paid to Us that is attributable to the unexpired Period of Insurance remaining under the Policy. We will calculate the amount of the refund using the Rule of 78 formulae. We will reduce the refund by any amount paid under a claim on the policy.

CANCELLATION BY US

We may cancel or avoid the Policy for any reason permitted under law. For example We may cancel or avoid the Policy if You:

- Made a misrepresentation to Us before entering into the Policy;
- Fail to comply with the duty of disclosure or the duty of utmost good faith;
- Fail to comply with a provision of the Policy (including the obligation to pay the Premium on time); or
- Make a fraudulent claim under the Policy or any other insurance Policy.

Unless otherwise provided for in the Policy, if We cancel the Policy, We will give written notice to You personally, to Your agent or by post to Your last known address. Such notice will be effective from 4pm AEST on the seventh day after the day it is given to You, unless it specifies a later date. You may be entitled to a pro rata refund of the Premium for the remaining Period of Insurance, which is calculated as stated in 'Cancellation By You' section above.

Where the Premium has been financed, You authorise Us to pay any refund direct to the Financier unless the Financier otherwise authorises the refund to be paid direct to You.

If the Vehicle is repossessed by the Financier then a pro rata refund of the establishment fee paid by You will be repayable to the Financier.

TERMINATION

The Policy will terminate on any of the following events:

- The Period of Insurance expires;
- The Policy is cancelled;
- You are no longer the owner of the Vehicle; or
- The Maximum Policy Benefit has been paid.

COST OF THE POLICY

A number of factors are taken into account in setting Our Premiums and these include the term of the Finance Contract, the types of benefits selected, the type of Vehicle and any amount borrowed. All of these factors impact on the amount of Premium charged for the Policy. If You purchase this insurance from Us, the Premium includes an amount to take into account Our obligation to pay any compulsory Government charges including Stamp Duty and GST where applicable.

PAY BY THE MONTH

You can pay Your Premium by monthly instalments to help spread Your payment over time.

An administration charge will apply to use this facility. If You do choose to pay Your Premium by instalments, Your Premium will be more than if You choose to pay by a single annual payment.

If You are paying by instalments and an instalment is 14 days or more overdue, We may refuse a claim. We may also cancel the Policy if the instalment is 1 month or more overdue.

Where You choose to pay Your Premium by instalments, the first instalment will also include any establishment fee payable.

If You have a claim, We shall deduct the instalments for the remaining period of insurance from the amount We pay You.

PRIVACY

Personal information is essentially information or an opinion about an identified individual or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not. See the Privacy Act for full details. You can choose not to provide Us with some of the details or all of Your personal information, but this may affect Our ability to provide You with Our services or products or properly manage and administer services and products provided to You or others.

We, and Our agents, need to collect, use and disclose Your personal information in order to consider Your application for the Policy, provide the cover You have chosen, calculate or offer discounts to You, administer the Policy, assess, investigate, handle and settle any claim, communicate with You both by mail and electronically about Your Policy, make special offers of other services and products provided by Us or those we have an association with, that might be of interest to You and conduct product and service research, data analysis and business strategy development.

For these purposes, We can collect Your personal information from and/or disclose it on a confidential basis to, Our related entities, Our distributors and other agents or contractors, other insurers (including reinsurers), insurance reference bureaux, law enforcement agencies, investigators, lawyers, accounting and other professional advisers, Your agents, actuaries, translators, loss assessors and adjusters, financiers, credit agencies, and other parties. We may be able to claim or recover against, anyone either of Us appoint to review and handle complaints or disputes, and any other parties where permitted or required by law. Your Personal information may also be disclosed to entities related to Us, reinsurers, cloud service providers, which may be located in Australia or Overseas. The countries where Your information may be disclosed include but are not limited to the United States of America, China, New Zealand or other countries where We or Our distributors have a presence. We prohibit the above entities from using Your personal information for purposes other than those We supplied it for. The disclosure of your personal information may only be used for administration of systems in addition to the purposes listed above. We regularly monitor and audit the security of Your information in accordance with current information security standards.

We collect personal information directly from You unless You have consented to collection from someone other than You, it is unreasonable or impracticable for Us to do so or the law permits Us to. Where You provide personal information to Us about another person, You must be authorised to provide that information to Us and inform that person of this Privacy Notice including who We are, how We use and disclose their information, and how they can gain access to that information. By providing Us with personal information you and any other person You provide personal information for, consent to this use and these disclosures unless You tell Us otherwise. If You wish to withdraw Your consent, including for things such as receiving information on products and offers by Us or persons We have an association with, please contact Us.

Our Privacy policy provides details on how You can access Your personal information and seek correction of it. If You would wish to lodge a complaint with Us about a potential breach of Your privacy You may do so as outlined in Our Privacy policy and in the Dispute Resolution section of this PDS. Please contact us if You would like a copy of Our Privacy policy. The Privacy policy is also available on Our website www.ericinsurance.com.au.

COOLING OFF PERIOD

You have the right to return the Policy to Us within 14 days of the date that it was issued or sold to You ('cooling off period') unless You make a claim or exercise any of Your rights under the Policy within the cooling off period.

If You return the Policy during the cooling off period, We will refund the Total Amount Payable. The Policy will be terminated from 4pm AEST on the date You notify Us of Your request.

To return the Policy, You must notify Us in writing within the cooling off period. You can do this by contacting Us by the methods detailed above.

After the cooling off period has ended, You still have cancellation rights. (refer to 'Cancellation' section for full details).

DISPUTE RESOLUTION

We have an internal procedure for Dispute Resolution so that if at any time Our products or services have not satisfied Your expectations You can contact Us. If You have a complaint, please give Us every opportunity to try to resolve Your complaint.

Step 1 Contact the Operations Manager

If You are not satisfied with Our initial response Your complaint will be referred for review by the Operations Manager who would respond to You within 15 business days.

Step 2 Contact our Compliance Manager

If the complaint is still not resolved to Your satisfaction, You can ask the Compliance Manager to refer Your dispute to Our Internal Dispute Resolution (IDR) Committee for review. The IDR Committee members are independent and have the authority to review the decision. The IDR Committee will inform You of the final decision within 15 business days.

A dispute can be referred to the Financial Ombudsman Service (FOS) subject to its terms of reference. It provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms and its contact details are:

The Financial Ombudsman Service
Local call: 1800 367 287
Post: GPO Box 3, Melbourne, Victoria 3001
Website: www.fos.org.au

CODE OF PRACTICE

The Insurance Council of Australia (ICA) has developed a voluntary General Insurance Code of Practice (the Code) to which We are a signatory. This Code aims to raise the standards of practice and service within the general insurance industry.

- We will only ask for, and take into account, relevant information when selling insurance;
- Our representatives will act in an honest, fair, efficient and transparent manner;
- We will respond to routine requests for information within 10 business days; and
- We will keep You informed of the progress of Your claim.

To obtain a copy of the Code visit www.codeofpractice.com.au or call (02) 9253 5100.

COMPENSATION ARRANGEMENTS AND FINANCIAL CLAIMS SCHEME

We are an insurance company authorised under the Insurance Act 1973 (Cth) (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and are subject to the prudential requirements of the Insurance Act. The Insurance Act is designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

Because of this We are exempt from the requirements to meet the compensation arrangements Australian Financial Services Licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of the Corporations Act. We have compensation arrangements in place that are in accordance with the Insurance Act.

In the unlikely event that We were to become insolvent and could not meet Our obligations under the Policy, a person entitled to claim under the Policy may be entitled to payment under the Financial Claims Scheme. Access to the scheme is subject to eligibility criteria. Please refer to www.apra.gov.au or call the APRA Hotline on 1300 13 10 60 for more information

DEFINITIONS AND INTERPRETATION

Certain words used in this PDS have special meanings. This Definitions section contains such terms. In some cases, certain words may be given a special meaning in a particular section of the Policy when used or in the other documents making up the Policy.

Headings are provided for reference only and do not form part of the Policy for interpretation purposes.

Comprehensive Vehicle Insurance: Means the insurance Policy that provides cover for physical loss of or damage to the Vehicle and being in force at the date of the incident in relation to which a claim is made under the Policy. In the case of an Off Road Motorcycle it also includes a Third Party Fire and Theft Policy.

Comprehensive Vehicle Insurer: Means the insurance company which has provided the Comprehensive Vehicle Insurance Policy to You for the Vehicle or in the case of an Off Road Motorcycle the insurance company providing the Third Party Fire and Theft Policy.

Endorsement: Means an additional term or condition applied by Us or an alteration requested by You and agreed to by Us. An Endorsement may be sent as a separate document or may be stated on the Policy Schedule.

Finance Contract: Means the legal agreement with the Financier which describes the terms and conditions under which the funds were provided to You for the purchase of the Vehicle, as stated on the Policy Schedule. The agreement must have the Vehicle as stated on the Policy Schedule listed as security for the funds provided under the agreement.

Financier: Means the finance company or credit institution named in the Policy Schedule that You have entered into the Finance Contract with.

Maximum Policy Benefit: Means the maximum amount claimable under the level of cover selected for all claims combined. In the event of a Total Loss where Your Vehicle is not replaced by Your Comprehensive Insurer, We will pay the Maximum Policy Benefit for the level of cover selected.

Period of Insurance: Means the period during which cover is provided under the Policy as shown on the Policy Schedule. The Period of Insurance commences on the inception date and ends on the expiry date, as stated on the Policy Schedule, unless the Policy ends earlier in accordance with its terms.

Policy: Means the relevant insurance contract between Us and You. It consists of this document, the Policy Schedule and any other change to the terms of the Policy otherwise advised by Us in writing (such as Endorsements or Supplementary PDS's We may give You from time to time).

Policy Schedule: Means the relevant schedule We issue including on renewal or variation of the Policy which includes Your details, the Vehicle details, the Policy number together with the details of cover, establishment fee, Premium and other Policy details.

Premium: Means the amount You pay for the Policy including amounts payable by Us in relation to any compulsory Government charges such as Stamp Duty, GST and Fire Service levy, if applicable, but excluding any establishment fee.

Total Amount Payable: Means Your Premium and any establishment fee shown in Your Policy Schedule.

Total Loss: Means when the Vehicle is stolen and not recovered and/or considered damaged beyond economical repair in the opinion of the Comprehensive Vehicle Insurer.

Total Loss Payout: Means the amount Your Comprehensive Vehicle Insurer agrees to pay under Your Comprehensive Vehicle Insurance policy following the Total Loss of the Vehicle, after taking into account any deductions for any excess(es) and overdue premiums including the balance of monthly payments due.

Vehicle: Means the Vehicle described in the Policy Schedule, including its factory or motor Vehicle dealer fitted equipment or accessories, provided it is one of the Vehicles of the type specified under 'Eligibility'.

Vehicle Replacement Benefit: Means where You have suffered a Total Loss and where Your Comprehensive Vehicle Insurer replaces Your Vehicle as a result of the Total Loss then the claimable benefit under this circumstance will be limited to the amount stated for the cover level selected.

We, Us, Our: Means the issuer and insurer of the Policy, Eric Insurance Limited (Eric) ABN 18 009 129 793 AFSL 238 279

You and Your: Means the insured person named in the Policy Schedule. It also includes the Financier only to the extent of their interest in the loan amount.

JURISDICTION AND CHOICE OF LAW

The Policy is governed by and construed in accordance with the law of Victoria Australia and the Insured agrees to submit to the exclusive jurisdiction of the courts of Victoria and agrees that it is its intention that this Jurisdiction and Choice of Law clause applies.

FURTHER INFORMATION AND CONFIRMATION OF TRANSACTIONS

If You require further information about this insurance or wish to confirm a transaction, please contact Us.

carinsurance .com.au

Powered by



Call us - 1300 369 169

P.O. Box 9106
Scoresby VIC 3179
ABN 18 009 129 793 AFSL 238 279

Part B FINANCIAL SERVICES GUIDE**About this Financial Services Guide**

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use the financial services we provide. It explains the kinds of financial services we offer. It also contains general information about who we are, how we and other persons or organisations are paid in relation to the services and how to make a complaint.

The Product Disclosure Statement (PDS) (Part A of this document) contains information on the benefits and significant characteristics of this Eric insurance product and of the rights, terms and conditions attaching to the policy. It is aimed at assisting you to compare insurance products so that you can make an informed choice about whether to acquire the product.

This FSG was prepared on 25th May 2016

Distribution of this FSG has been authorised by Eric.

Your Questions	Our Answers
Who is Eric?	<p>Full details about Eric, including its contact details, ABN and AFSL number, are given in the PDS (Part A of this document).</p> <p>Eric is an Australian Financial Services Licensee which is authorised to deal in and provide general advice in relation to general and life insurance (limited to life consumer credit insurance) products.</p> <p>Eric specialises in the offering of motor trade related insurances for wholesale and retail clients. Depending on the scope of their authorisation, Eric's authorised representatives can assist you with:</p> <ul style="list-style-type: none"> Consumer Credit Insurance (CCI) CCI (business purpose) Gap Cover Insurance Motor Vehicle Insurance Extended Warranties Insurance Such other general insurance products as authorised by Eric from time to time
Who are we?	<p>Our contact details including ABN and AR number is set out on the last page of this document.</p> <p>Referred to in this FSG as "we", "us" or "our".</p>
Who is the Administrator?	<p>This Eric insurance product is administered on behalf of Eric by the Third Party Introducer (TPI) whose name and contact details are set out on the last page of this document.</p> <p>Eric has an arrangement with the TPI to provide certain non-financial services on its behalf in relation to this Eric insurance product.</p> <p>The TPI is not responsible for this Combined Product Disclosure Statement and Financial Services Guide and does not provide any financial product advice on this Eric insurance.</p> <p>The name and contact details of the TPI are set out on the last page of this document.</p>
What remuneration is payable in relation to the financial services we provide?	<p>Eric and its employees</p> <p>Eric receives the premium you agree to pay for the product which may include amounts in relation to stamp duty, GST, fire services levy and/or other government charges, taxes, fees or levies (where relevant).</p> <p>Eric employees receive a salary from Eric and may receive bonuses and incentives.</p> <p>Third Party Introducer (TPI), Authorised Representative(s) and other parties they contract with (and their employees)</p> <p>Eric retains an agreed amount of the premium dependent on factors such as the type of product and coverage and the relevant TPI's services and retains the amount of premium received in relation to relevant taxes, charges and levies. The TPI receives the difference between that amount and the premium paid. Authorised representatives as well as other parties that contract with the TPI to undertake some or all of the TPI's duties (where relevant) may receive a share of the amount that the TPI receives from Eric, in the form of an agreed commission and/or fee between the TPI and the Authorised Representative and/or other party (as relevant).</p>

	<p>Employees of the TPI and/or the Authorised Representative(s) (including directors and subcontractors) may be paid a salary for their services and may also receive bonuses based on the volume of sales of all financial products over a period and may participate in profit sharing arrangements, business related conferences, study trips or other functions. The TPI and/or Authorised Representatives may share or pass on a proportion of any additional remuneration or other benefits they receive to their authorised staff.</p> <p>Where a third party has referred you to the TPI, Authorised Representative or another party they contract with, that party may share with them a part of the amount it earns.</p> <p>All of the above remuneration is taken from the premium paid by you. This remuneration may also be received on premium paid when you renew or vary your insurance.</p> <p>If you would like more information about the remuneration that we or other entities receive in relation to the above services, please ask us. The request should be made within a reasonable time after this FSG is provided to you and before we provide you with a financial service to which this FSG relates.</p> <p>Metlife</p> <p>Where applicable, Metlife receives the life component of the premium you agree to pay for the product which may include amounts in relation to stamp duty, GST, fire services levy and/or other government charges, taxes, fees or levies (where relevant) (government charges) less an agreed percentage of the premium (excluding government charges) that Eric retains</p>
What happens if you have a complaint or dispute?	We will do our best to work with you to resolve any complaints you may have in relation to the financial services provided by us. For information on how your complaint can be resolved please see the 'Dispute Resolution' section of the PDS (Part A of this document).
What compensation arrangements apply?	Please see the Compensation Arrangements and Financial Claims Scheme section of the PDS (Part A of this document) for information on Eric's compensation arrangements.
How is my personal information dealt with?	We are committed to ensuring the privacy and security of your personal information. We adhere to the Privacy terms set out in the "Privacy" section of the PDS (Part A of this document).
Where can you find further information?	If you require further information or would like to give us instructions you can contact us on the number provided on the last page of this document.

Eric Authorised Representative details	Third Party Introducer details
<p>CARINSURANCE.COM.AU PTY LTD ABN: 17606104590 Authorised Representative No:1009043 Address: 32, 1 OConnell Street, SYDNEY, New South Wales 2000 Phone: 1300 387 592 Fax: Email: enquiries@carinsurance.com.au Our Office Hours Are: 9.00am to 5.00pm Monday to Friday Trading as: CARINSURANCE.COM.AU PTY LTD</p>	<p>Car Insurance Pty Ltd ABN: 95 605 397 939 Address: Level 32, 1 O'Connell Street, SYDNEY, New South Wales 2000 Phone: Fax: Email: enquires@carinsurance.com.au Our Office Hours Are: 9.00am to 5.00pm Monday to Friday Trading as: Car Insurance Pty Ltd</p>