

# Financial Services Guide

## SAMPLE ONLY

THIS FINANCIAL SERVICES GUIDE (FSG)  
IS INTENDED FOR YOUR  
INFORMATION PURPOSES ONLY,  
PRIOR TO PURCHASE.

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### FINANCIAL SERVICES GUIDE

#### GENERAL ADVICE WARNING

Any financial product advice given to You by the Selling Agent / Selling Agent Representative is general advice only, limited to Extended Warranty Products, and does not take into account Your personal financial circumstances.

#### WHAT IS A FINANCIAL SERVICES GUIDE?

This Financial Services Guide (FSG) is supplied by your Selling Agent in relation to Your purchase of the Extended Motor Vehicle Warranty. This FSG explains general information about fees, charges and services provided, and information as to how You may access internal and external dispute resolution procedures.

This FSG has been provided with the authority of AWN. This FSG was prepared as at 12th October, 2011 (Rev. 5).

#### WHO PROVIDES THE SERVICE?

Australian Warranty Network Pty Ltd (AWN), ABN 78 075 483 206, holder of an AFS Licence No. 246469, issued by the Australian Securities and Investments Commission (ASIC).

#### WHAT SERVICES ARE OFFERED?

Your Selling Agent is authorised by agreement with AWN to issue You with the Extended Motor Vehicle Warranty. Your Selling Agent acts as an agent of AWN and not on Your behalf when issuing the Extended Motor Vehicle Warranty. As such the Selling Agent can give You general advice but cannot give You advice on Your own particular needs.

#### COMPLAINTS RESOLUTION

If a complaint arises during the course of Your Dealings with the Selling Agent or AWN You are requested to discuss the matter with the claims officer/s with whom You have been dealing. Where You are unable to resolve this complaint, You may request AWN's Claims Manager to review the matter.

Should the complaint remain unresolved, You may request AWN's Internal Dispute Resolution Committee (IDRC) to review the dispute at no cost to You. This review will normally be completed within 15 business days.

**AWN, PO Box 4301, Loganholme, Qld. 4129, Phone (07) 3802 5577.**

If You are still not satisfied with the outcome of AWN's review of Your complaint, You are entitled to take Your complaint to AWN's External Resolution Scheme (Financial Ombudsman Service).

**Please be advised that this is available to You only after You have Your complaint addressed by AWN's Internal Dispute Resolution Committee. The Committee, justifying their results, will send a full instruction letter to You.**

Further details on commission fees and other benefits are available on AWN's website, [www.australianwarranty.com.au](http://www.australianwarranty.com.au)

#### FEES PAID

Depending on the AWN Warranty You purchase, the Selling Agent will receive a commission from AWN that is determinable by the difference of the retail price less the wholesale cost of the Warranty, depending on the Selling Agent's ability to meet volume requirements. This means that the Selling Agent can obtain commission of between \$0 and \$5,600.

AWN sets a maximum limit of how much is charged by Your Selling Agent, but has no authority to decide the actual amount charged. These maximum limits are contained in the Product Disclosure Statement which is contained in the Warranty Terms and Conditions.

As the commission Your Selling Agent receives is unascertainable at the time of the actual sale, a working example is provided to You, but it should be stressed that this will vary depending on volume discounts, claims limits and premiums charged by Your Selling Agent.

Extended Warranty also referred to as Mechanical Breakdown Warranty	Commission Rate up to eighty percent (80%) of Warranty premium.
Additional loading which include 4WD/AWD and Luxury Loading	Commission Rate up to fifty percent (50%) of Warranty premium.

#### Working Example No. 1

- 3 Year AWN Warranty with 4WD. Full retail price of \$2,035
- 4WD /AWD cost of \$110, Selling Agent commission \$55
- Selling Agents may obtain a discount based on volume and an acceptable claim limit percentage

This working example is based on the Selling Agent meeting the following requirements:

AWN Warranty Retail pricing up to	\$1,925	Commission up to 80%	\$1,540
4WD / AWD surcharge pricing up to	\$ 110	Commission up to 50%	\$ 55
Total pricing of example product	\$2,035	Total Commission payable	\$1,595

#### Working Example No. 2

- 12 Month AWN Warranty with 4WD. Full retail price of \$1,110
- 4WD /AWD cost of \$110, Selling Agent commission \$55
- Selling Agents may obtain a discount based on volume and an acceptable claim limit percentage

This working example is based on the Selling Agent meeting the following requirements:

AWN Warranty Retail pricing up to	\$1,000	Commission up to 80%	\$800
4WD / AWD surcharge pricing up to	\$ 110	Commission up to 50%	\$ 55
Total pricing of example product	\$1,110	Total Commission payable	\$855

#### Working Example No. 3

- 36 Month AWN Warranty with no surcharges. Full retail price of \$1,525
- Selling Agents may obtain a discount based on volume and an acceptable claim limit percentage

This working example is based on the Selling Agent meeting the following requirements:

AWN Warranty Retail pricing up to	\$1,525	Commission up to 80%	\$1,220
Total pricing of example product	\$1,525	Total Commission payable	\$1,220

These working examples are based on the maximum commission rate payable.

If the Selling Agent includes the Warranty in the purchase price of the motor vehicle, no fees are paid to the Selling Agent. Your Selling Agent Representative receives a salary and may receive an additional remuneration or other benefits at the discretion of the Selling Agent.

The Selling Agent / Selling Agent Representative may receive items and prizes from AWN's Rewards Program. These include Corporate Conferences, Caps, Shirts, Jackets, Pens and other miscellaneous items.

AWN may also provide other benefits to the Selling Agent to assist in the sales process. These benefits may be in the form of point of sale advertising and marketing material.