



Financial Services Guide (FSG)

This is an important document and is applicable to AIA MaxLife business only. Please read it carefully and keep it in a safe place. This FSG (date of preparation 1 January 2019) is designed to assist you in deciding whether to use any of the services outlined in it. It contains information about the remuneration we receive and how any complaints you may have will be handled.

ABOUT US

Elkington Bishop Molineaux Insurance Brokers Pty Ltd (EBM) ABN 31009179640 holds Australian Financial Services Licence No 246986 under the Corporations Act 2001 to provide life insurance broking services.

EBM is a member of the National Insurance Brokers Association of Australia (NIBA) and subscribes to the Insurance Brokers' Code of Practice.

WHAT IS AIA MAXLIFE?

AIA MaxLife suite of Life Insurance Products includes:

MaxLife Life Protect
MaxLife Income Protect
MaxLife Accident Protect

These products are issued by AIA Australia Limited (AIAA) ABN 79 004 837 861, AFSL 230043.

EBM is a distributor of the MaxLife Insurance suite of products under an agreement with AIA.

EBM does not act on your behalf when they distribute these products. EBM provides general advice through information on the EBM website (www.ebm.com.au) and when EBM distributes promotional material in relation to the MaxLife Insurance suite of products.

To assist you in making an informed decision about MaxLife suite of products, a Product Disclosure Statement (PDS) will be provided to you (which is also available at www.ebm.com.au). This document contains information about the insurance benefits and the insurer. You should carefully read the PDS to decide if the policy features suit your needs, objectives and financial situation before making a decision.

HOW WE ARE PAID

EBM is a distributor of the MaxLife Insurance suite of products. EBM does not sell, issue or guarantee these products. Commission of up to 70% (+ GST) of the first year's premium* received for each MaxLife Life Insurance policy issued (net of agreed expenses) and a trail commission of up to 20% (+ GST) of each monthly premium paid after the first year for each MaxLife insurance policy issued will be paid to EBM and/or its related bodies corporate by AIA Australia for the services provided by EBM in relation to the MaxLife Insurance suite of products.

The commission and allowances are not additional charges to you and are not in addition to the total premium you pay. If you would like details of the specific commission EBM receives for distributing your policy(s) please ask us.

*First year's premium means the amount of premiums payable for the policy's first 12 month period.

EBM staff are paid a salary and may receive a bonus based on their performance.

PROFESSIONAL INDEMNITY INSURANCE

EBM has professional indemnity insurance in place which covers us and our employees for any errors or mistakes relating to our insurance services. This insurance is in accordance with the requirements of the Corporations Act and meets claims relating to services provided by us, our advisers, authorised representatives and distributors even after they cease working with us, provided that the insurer is notified of the claim when it arises and this is done within the relevant policy period.

COMPLAINTS AND DISPUTES

If you are not fully satisfied with our services, please contact our Complaints Manager. We will advise you on how we propose to resolve your complaint within 21 days or such later time agreed with you. For more information about our Complaints Policy visit our website www.ebm.com.au.

If you are still not satisfied, we subscribe to the Australian Financial Complaints Authority (AFCA), which handles complaints against brokers relating to a variety of small business and domestic matters. They will conciliate with a view to seeking a solution that is acceptable to both parties. This is a free consumer service and any decision they make is binding on us but not on you. The AFCA can be contacted on 1800 931 678 or www.afca.org.au.

PRIVACY

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We may provide your information to an insurance company that provides insurance terms to you or the companies that deal with your insurance claim (such as loss assessors and claims administrators). We may also provide your information to premium funding companies to provide funding terms to you. We do not trade, rent or sell your information.

From time to time, we will use your contact details to send you direct marketing communications including offers, updates and newsletters that are relevant to the services we provide. We always give you the option of electing not to receive these communications in the future. You can unsubscribe by notifying us and we will no longer send this information to you.

If you don't provide us with full information, we can't properly advise you, seek insurance terms for you or assist with claims and you can breach your duty of disclosure.

For more information about how to access the personal information we hold about you, how to have the information corrected or lodge a complaint, ask us for a copy of EBM's Privacy Policy or visit our website www.ebm.com.au



MaxLife Suite of Life Insurance Products Financial Services Guide (“FSG”)

AIA Financial Services Limited

Version 3

Preparation Date: 1 January 2019

What is the purpose of this Financial Services Guide (FSG)?

This FSG is prepared and issued by AIA Financial Services Limited (ABN 68 008 540 252, AFSL 231109) (**AIAFS**) and provides information about AIAFS which is involved in providing you with financial services in relation to the following products within the MaxLife suite of life insurance products:

- MaxLife Life Protect;
- MaxLife Income Protect; and
- MaxLife Accident Protect,

(MaxLife Products).

The purpose of this FSG is to help you to make an informed decision about whether to use the financial services we can provide to you. It contains information on:

- who we are and how we can be contacted;
- the services we offer to you;
- how we and other relevant persons are remunerated;
- how complaints are dealt with; and
- other disclosure documents you may receive.

Elkington Bishop Molineaux Insurance Brokers Pty Ltd (**EBM**) (ABN 31009179640) may also be involved in the distribution of the MaxLife Products. For information in relation to these entities and the financial services they provide in relation to the MaxLife Product, please refer to the Financial Services Guide prepared and issued by Elkington Bishop Molineaux Insurance Brokers (**EBM FSG**) available at ebm.com.au. You may have received a copy of the EBMFSG together with this FSG.

Other disclosure documents you may receive

If a recommendation is made to you to acquire an insurance product, or an offer to arrange the issue of an insurance product is made to you, you will be provided with a Product Disclosure Statement (PDS). The PDS contains information about the particular product, including any relevant risks, benefits and significant characteristics of the product. It contains important information about the product that will assist you in making an informed decision. You should read the PDS carefully. You will need to decide if the product offered is appropriate to your needs and objectives. The PDS contains important information about the product that will assist you in making an informed decision. If you are not sure if the product meets your needs, you should obtain independent advice before making a decision whether to purchase the product.

In some cases, you may also receive a Short-Form Product Disclosure Statement (Short-form PDS) related to an insurance product. The short-form PDS contains a summary of the PDS.

If you are seeking financial advice that takes into account your personal financial situation, you should contact a licensed financial adviser. Any adviser providing you with personal financial product advice should provide you with a Statement of Advice (**SOA**) where required by law. The SOA will usually include (among other things) the following information:

- the nature of the advice given and the basis of the recommendations;
- fees and commissions that may be received for the advice;
- any associations, relationships or interests that may influence the advice provided.

About us

About AIA Australia, issuer of MaxLife Products

AIA Australia Limited ABN 79 004 837 861 AFSL 230043 (**AIA Australia**) is the issuer of the MaxLife Products. If you purchase a MaxLife Product, AIA Australia will receive the premiums you pay and also returns from investing those premiums. This is the only amount you pay.

AIA Australia may pay entities involved in the distribution of the MaxLife Products a percentage of the premiums it receives for their services (as described in this FSG and the EBM FSG). These amounts are not additional charges to you and are not in addition to the total premium you pay.

About AIAFS, Licensee

AIAFS is the holder of an Australian financial services license (AFSL 231109) and is authorised to deal in and provide advice in relation to life insurance products. AIAFS is a wholly-owned subsidiary of AIA Australia.

The only life insurance products AIAFS distributes are those issued by AIA Australia.

AIAFS has a guarantee from AIA Australia in relation to compensation arrangements for clients (including as a result of a dispute or complaint). This guarantee is approved by ASIC and exempts AIAFS from a requirement to have professional indemnity insurance.

Authorised financial services offered by AIAFS

AIAFS is authorised to provide advice and to deal in the MaxLife Products. AIAFS does not act on your behalf.

AIAFS provides financial services in relation to the MaxLife Products, including providing general advice when distributing promotional material and dealing in a financial product when AIAFS arranges the issue of the MaxLife Products (including as a result of the customer proposals submitted via its websites). Employees of AIA Australia also provide financial services on behalf of AIAFS through the call centre. These services may include providing general advice to you in relation to the MaxLife Products and assisting you in applying for the MaxLife Products. Advice provided by or on behalf of AIAFS has been prepared without taking into account your objectives, financial situation or needs. You should consider the appropriateness of the advice in light of such factors and consider the PDS before deciding to acquire or continuing to hold any of these products.

How AIAFS is paid for its services

AIAFS does not receive any commissions in relation to the authorised services AIAFS provides in relation to the MaxLife Products. However, AIA Australia pays AIAFS a distribution fee calculated by reference to the gross operating expenses of AIAFS.

AIA Australia employees, including those involved in the provision of financial services on behalf of AIAFS, receive a salary including superannuation benefits and access to other general employment benefits. The amount of salary varies depending on external market data and the employee's experience, skills, knowledge, development and performance in their role. These employees may also have the opportunity to receive a performance bonus based

on achievement of business sales targets and their performance against other individual accountabilities and behavioural elements. These amounts vary depending on their role and level of seniority. General employment benefits can include performance recognition through a points-based rewards program, discounted or complimentary access to AIA Australia's products and ad hoc rewards for achieving pre-determined performance targets.

Payments and other benefits provided to AIA Australia employees are not additional charges to you and are not in addition to the total premium you pay.

Please also see the "Remuneration arrangements may change" section.

Remuneration arrangements may change

The remuneration arrangements described in this FSG are subject to applicable law and regulatory guidance. Where the legislative and regulatory guidance covering these remuneration arrangements is changed, despite anything to the contrary in the FSG, AIAFS and AIA Australia may change the remuneration arrangements so that they will not pay any remuneration on terms that conflict with that guidance.

Instructions about MaxLife Products

If you want us to provide information and instructions in relation to MaxLife Products you can do so by contacting AIAFS. See our contact details in the "Our contact details" section.

Who can you talk to if you have any concerns?

If you have any questions or concerns, you can contact AIAFS on 1800 333 613. Alternative ways to contact these organisations are listed in the contact details section below.

You can request more information about remuneration or other distributor benefits within a reasonable time after you receive the Financial Services Guide by calling the number above.

We have an internal dispute resolution system which seeks to resolve any complaints or disputes that may arise in relation to these financial services. Please contact AIAFS by calling the number above. If you are not satisfied with the response given, you may take the matter up with an external dispute resolution body.

You can contact the Australian Financial Complaints Authority (AFCA) at:

Telephone: 1800 931 678
Website: afca.org.au
Email: info@afca.org.au
Postal address: GPO Box 3, Melbourne, Victoria 3001

Our contact details

AIAFS, Licensee

Telephone: 1800 333 613
Email: au.customer@aia.com
Website: www.aia.com.au
Postal address: Level 6, 509 St Kilda Rd, Melbourne VIC 3004