



**Qikio**  
Quick Insurance Online

# **Financial Services Guide (FSG)**

## Introduction

All references in this Financial Services Guide (FSG) to 'we', 'us' or 'our' are references to Australian Insurance Company Pty Ltd (AIC) ABN 65 002 941 513 AFSL No. 238384 and our appointed Authorised Representatives (AR):

- Qikio Pty Ltd AR No. 1296984 (Qikio)
- 1 Bill Pty Ltd AR No. 1298439 (1Bill)
- YourPorter Pty Ltd AR No. 1298667 (YourPorter)
- Residential Connections Pty Ltd AR No. 1285596 (ResiConnect)

This FSG is issued by AIC and provides you with information you need to know about the services that we offer. The issuers of our products will provide you with a Product Disclosure Statement (PDS) which you should carefully read and consider when deciding if a product is right for you. You can find the relevant PDS on [qikio.com.au](http://qikio.com.au).

## Who we are

Qikio Insurance is issued by various insurance underwriters and distributors. Australian Insurance Company Pty Ltd ABN 65 002 941 513, AFSL 238384 (AIC) is authorised by the various insurance underwriters and distributors to arrange for the issue of these insurance products.

AIC has appointed Qikio Pty Ltd ABN 84 648 643 369 (Qikio) as its Authorised Representative to exercise this authority.

### **Qikio Contents Insurance**

Qikio Contents Insurance is issued and underwritten by Chubb Insurance Australia Limited ABN 23 001 642 020, AFSL No. 239687 (Chubb). Australian Insurance Company Pty Ltd ABN 65 002 941 513, AFSL 238384 (AIC) is authorised by Chubb to arrange for the issue of this insurance. AIC has appointed Qikio Pty Ltd as its Authorised Representative.

### **Qikio Car Insurance**

Qikio Car Insurance is issued and underwritten by Aioi Nissay Dowa Insurance Company Australia Pty Ltd ABN 11 132 524 282 (Adica). Australian Insurance Company Pty Ltd is authorised by Adica to arrange for the issue of this insurance on behalf of Adica. AIC has appointed Qikio Pty Ltd as its Authorised Representative.

### **Qikio Commercial Motor Insurance**

Qikio Commercial Motor Insurance is issued by Mercurien Insurance Pty Ltd ABN 68 150 845 177 (Mercurien). Australian Insurance Company Pty Ltd is authorised by Mercurien to arrange for the issue of this insurance on behalf of Mercurien. AIC has appointed Qikio Pty Ltd as its Authorised Representative.

### **Qikio Pet Insurance**

Qikio Pet Insurance is issued and administered by Petcover Aust Pty Ltd ABN 97 117 476 990 (Petcover), and is underwritten by Sovereign Insurance Australia Pty Ltd ABN 85 138 079 286, AFSL No. 342516. Australian Insurance Company Pty Ltd is authorised by Petcover to arrange for the issue of this insurance on behalf of Petcover. AIC has appointed Qikio Pty Ltd as its Authorised Representative. Petcover is the sole administrator of the policies acting on behalf of the Insurer.

### **Qikio Travel Insurance**

Qikio Travel Insurance is issued by Wise and Silent Pty Ltd (ABN 27 654 979 781 (WAS). Australian Insurance Company Pty Ltd is authorised by WAS to arrange for the issue of this insurance on behalf of WAS. AIC has appointed Qikio Pty Ltd as its Authorised Representative.

## **The purpose of this Financial Services Guide**

This document provides you with information that you may need to know about the services we provide for you. We recommend that you read this document in its entirety to understand the important aspects about your relationship with us.

This FSG explains:

- the services we are authorised to provide to you;
- how we and others are paid and any other benefits we may receive;
- any potential conflict of interest we may have;
- how we protect your privacy and handle your personal information;
- how we will communicate with you; and
- our internal and external dispute resolution procedures and how you can access them.

## **Services that we provide**

We are authorised to provide you with general advice and to arrange for you to enter into, and to issue, vary and dispose of contracts of insurance, in respect of general insurance products.

We provide general advice on the insurance products we offer. We do not provide personal advice to you about any financial product or financial service distributed by us. This means that we will not take into account your objectives, financial situation or needs.

You should consider the appropriateness of any general advice we provide in light of your own objectives, financial situation and needs before acting on any general advice. You should also consider the PDS component of this Combined PDS and FSG.

## **Who we act for when providing our services**

We are acting under a distribution agreement with the product issuer and underwriter. We are authorised to promote and arrange your application for insurance. When Qikio does these things, it does so as an AR under AIC's AFSL and not under the issuer and underwriter's AFSL.

Whenever we arrange a general insurance product, we do so under the distribution agreement granted by the issuer and underwriter. Any advice that we provide is general in nature. This means we do not provide personal advice to you and do not take into account your objectives, financial situation or needs.

## Payments and benefits we receive

When a Qikio Insurance policy is issued to you, the product issuer and underwriter charges you a premium for that product based on your risk profile and circumstances. The total amount you will pay is the premium plus any amount payable in relation to any Stamp Duty, GST and other government charges, taxes, fees and levies.

If you take out a Qikio product, the underwriter or distributor will pay AIC a commission, which may be between 0% and 25% of the premium (exclusive of government and statutory charges). The commission will also be paid on any variations to your policy and on renewal.

If a premium is not payable for an AIC product under the terms and conditions on which it's offered to you, AIC will not receive a commission if you decide to take out the product.

Qikio staff (including directors) are paid an annual salary, and may also receive bonuses, or other incentives based on their performance as measured across various attributes.

From time to time we may hold insurance premiums in our Trust Account prior to passing those premiums onto the insurer. During this time the Trust Account will generate interest at the standard banking rate which will be retained by us.

You may request further particulars of these payments but your request must be made within a reasonable time after you receive this FSG and before we provide any financial service to you.

## Payments we make to referrers & distributors

Where you have been referred to us by another party, we may pay a commission or fee to that other party which will usually be a percentage of the commission we receive from the insurer, less an amount that reflects a proportion of the expense we incur in operating. This payment will not increase the amount you pay for your Qikio insurance policy. These fees are paid by us out of the remuneration we receive and fees we may charge and form part of our administration costs.

You may request further particulars of these payments but your request must be made within a reasonable time after you receive this FSG and before we provide any financial service to you.

## Payment of your premium

When you take out insurance, you need to pay your annual premium or any instalments by the due date specified.

An instalment is unpaid if it cannot be deducted from your nominated account or credit card. If your premium is overdue, we will send you a notice outlining the overdue amount and when it needs to be paid.

If your premium remains unpaid, your policy will be cancelled for non-payment, and the insurer will refuse to pay any claim for an incident occurring after the cancellation date. If you need to make a claim when your policy is overdue, and before your policy has been cancelled for non-payment, we will require you to pay the overdue amount as part of the claim settlement process.

## Important Information

### How we protect your privacy

We will at various times or stages during our communication with you collect some of your personal information. We collect personal information to provide, offer and administer our various products and services, or otherwise as permitted by law.

We may collect your personal information so that we, our related entities, the insurer or other third parties with whom we have a relationship, can develop or offer you services or products which we believe may be of interest to you, however will not do so if you tell us not to.

Collection can take place by websites, email, telephone or in writing. If you do not consent to us collecting and using the personal information we request, we may not be able to provide you with our services or products. We may at times also disclose your personal information to our related companies, the insurer or third parties who provide services on our behalf; however, we will never sell, rent or trade your personal information. It may happen that we disclose personal information to related companies or service providers located in countries other than Australia. These details can change from time to time and you should contact us for further details to see if this applies to you.

Your consent applies when you apply for insurance, or become or remain insured. You can read more about how we collect, use and disclose your personal information or our complaints process about a breach of the Australian Privacy Principles in our [Privacy Policy](#) which is available on our website.

If you wish to update or gain access to your personal information or have a complaint about a breach of your privacy, contact us. If you wish to stop receiving information about new insurance products and insurance-related services you can call us on 1300 459 346 or email us at [help@qikio.com](mailto:help@qikio.com). Please note that telephone conversations may be recorded for training and quality control purposes.

### Conflicts of Interest

We have a conflict management policy in place for identifying and managing actual or potential conflicts of interest. Where our own interest's conflict with any duty we owe you, we will not proceed until we have fully informed you of this conflict and you have provided us with your informed consent.

### Code of Practice

Our product issuer and underwriters, are signatories to the General Insurance Code of Practice 2020. The General Insurance Code of Practice sets standards for insurers and is designed to raise the standard of practice and service in the general insurance industry. You can obtain a copy of the Code by contacting us or from the Insurance Council of Australia by calling 1300 728 228 or visiting [insurancecouncil.com.au](http://insurancecouncil.com.au)

### Compensation Arrangements

The Corporations Act 2001 (Cth) requires Australian Financial Services Licensees to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of this Act, unless an exemption applies.

Qikio has a professional indemnity insurance policy (PI Policy) in place that satisfies the requirements for compensation arrangements under section 912B of the Corporations Act. This policy covers claims relating to our conduct, and that of our representatives who were authorised by us at the time of providing the advice or financial service, both past and present.

## Complaints

### Dissatisfied or want to make a complaint?

Are you dissatisfied or wish to make a complaint or provide feedback to either Qikio or our underwriters or distribution partners? Please see below for how Qikio & our handle complaints and feedback.

### Some complaints will be handled by the product issuer and our underwriters or distributors.

#### If your complaint or feedback relates to:

- Any Qikio Insurance product (including the cover and limitations);
- the information taken into consideration when providing a quote;
- the administration of your policy;
- communication about your policy; and
- claims lodgement, handling and settlement;

You can contact the respective underwriter or distributor on the details provided below.

Your complaint will be handled by their Disputes Resolution team and they will inform you of their complaints handling process upon lodgement. If the matter remains unresolved, they will direct you to their external dispute resolution scheme. These procedures are explained in the relevant Product Disclosure Statement.

#### Qikio Contents Insurance - You can contact Chubb at:

Phone 1800 952 357  
Email [qikioservice@chubb.com](mailto:qikioservice@chubb.com)  
Website [www.chubb.com](http://www.chubb.com)  
Mail GPO Box 4065, Sydney, NSW 2001

#### Qikio Car Insurance - You can contact Adica at:

Phone 1300 459 346  
Email [resolutionteam@qikio-car.com.au](mailto:resolutionteam@qikio-car.com.au)  
Website [www.adica.com.au](http://www.adica.com.au)

#### Qikio Commercial Motor Insurance - You can contact Mercurien at:

Phone 1300 459 346  
Email [support@mercurien.com](mailto:support@mercurien.com)  
Website [www.mercurien.com](http://www.mercurien.com)  
Mail C/Vital Addition Level 3, 360 Kent Street Sydney NSW 2000

**Qikio Pet Insurance - You can contact Petcover at:**

Phone 1300 459 346

Email [idr.au@petcovergroup.com](mailto:idr.au@petcovergroup.com)

Website [www.petcovergroup.com](http://www.petcovergroup.com)

Mail 1-3 Smolic Crt, Tullamarine, VIC 3043

**Qikio Travel Insurance - You can contact Wise and Silent at:**

Phone 1300 459 346

Email [complaints@battleface.com](mailto:complaints@battleface.com)

Website [www.wiseandsilent.com](http://www.wiseandsilent.com)

**Other complaints will be handled by Qikio, including complaints and feedback that relates to:**

- the Qikio website;
- any general advice provided by Qikio;
- how the insurance was distributed on this website;
- Qikio branding, advertising and promotion of Qikio products;
- our Qikio representatives, employees and associated partners; and
- any complaints or feedback that are outside of the complaints our underwriters and distributors will handle.

Please contact Qikio and tell us about your complaint, and we'll try to resolve the matter following the process outlined below.

When you contact Qikio about your complaint we will be able to acknowledge your complaint, provide you with updates on the progress of the review of your complaint and contact you with a decision in line with our complaints management process.

**You can contact Qikio at:**

Phone 1300 459 346

Email [help@qikio.com](mailto:help@qikio.com)

Website [www.qikio.com.au](http://www.qikio.com.au)

Mail P.O Box 193, Coolum Beach, QLD 4573

**Australian Financial Complaints Authority (AFCA)**

Qikio, our underwriters and distributors are members of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction (as applicable), you have the right to

refer the matter to the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers.

AFCA deals with complaints that fall within their 'Complaint Resolution Scheme Rules' and will only consider your complaint after Qikio, our underwriters or distributors (as applicable) have first had the opportunity to resolve your complaint through their internal dispute resolution process.

**AFCA can be contacted at:**

Mail            Australian Financial Complaints Authority Limited  
                  GPO Box 3 Melbourne VIC 3001

Phone         1800 931 678

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

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