

## Financial Services Guide

### The purpose of this guide

This guide (dated 19 February 2021) is designed to assist you in understanding how we can help you achieve your financial and lifestyle goals by explaining:

- The advice and services we can provide to you either directly or in association with other professionals,
- Our fees and charges,
- The influences and arrangements that you need to consider when assessing our recommendations, and
- How best to raise any issues you may have with our advice or services.

This is a very important document and we recommend that you read it carefully. If you need further explanation or you are unsure about any part of this guide we encourage you to ask us any questions you may have.

### Who we are

Residential Connections Pty Ltd (trading as Compare and Connect) is a Corporate Authorised Representative of Life Insurance Direct Australia Pty Ltd ("Life Insurance Direct"), a highly awarded web and phone-based life insurance comparator.

Our authorising Licensee, Life Insurance Direct Australia (AFSL 473135), is located at Suite 1/271 Alfred Street, North Sydney NSW 2060 and can be contacted on 1300 135 205. As a predominantly online business, they can be found at <https://www.lifeinsurancedirect.com.au/> or by emails to [info@lifeinsurancedirect.com.au](mailto:info@lifeinsurancedirect.com.au).

Additional information about Life Insurance Direct, is contained in their [Financial Services Guide](#).

**Although Life Insurance Direct has authorised us to provide general financial product advice in respect of life insurance products, we do not provide advice but only refer to them clients that wish to apply for, acquire, vary or dispose of these financial products. As a referrer, we are required to be authorised by an Australian Financial Services Licensee.**

We are not authorised to provide personal financial product advice nor to provide, or offer, advice and services on products other than Life Insurance. While we may refer you to LIDA, we will not recommend any particular financial products to you. Our involvement will end when we refer you to Life Insurance Direct and it is Life Insurance Direct, and not us, that will apply for, acquire, vary or dispose of a financial product.

**Life Insurance Direct is responsible for the information and general advice we provide.** If you have anything to say about our advice, or the service we provided to you, we encourage you to let them know.

### Life Insurance Direct

Life Insurance Direct is an advice business that fundamentally believes that all Australians need, and would significantly benefit from, the confidence of knowing that their wealth and lifestyle is adequately protected. Risk Insurance provides people with the critical first step for wealth creation but, more importantly, provides them with the financial confidence they need to pursue their dreams and grow and secure their wealth.

Life Insurance Direct doesn't cover every product available in Australia. In fact, they limit their advice to the products, services and Insurers listed on their Approved Product List.

They believe that our job is to empower and equip consumers to make their own financial decisions and they try to provide their customers with the information and support they need to make informed decisions about their insurance.

Residential Connections Pty Ltd (ABN 63 612 925 434), trading as Compare and Connect, is a Corporate Authorised Representative (CAR no. 001285596) of Life Insurance Direct Australia Pty Ltd AFSL No 473135 ABN 98 121 266 957.

## How we are paid

As a referral partner,

Commissions and fees which are paid from the product costs, vary according to the nature of the specific financial product. If you engage Life Insurance Direct to arrange insurance for you, they will receive commissions from the product provider.

Although Life Insurance Direct will transparently disclose any remuneration they receive, they may receive up-front commission of 0% to 66% of the premium paid and ongoing commission of 0% to 35% of the premium paid.

As a result of making a referral to Life Insurance Direct, if you engage Life Insurance Direct to assist you, we may receive a referral payment of up to 50% of the upfront and ongoing commission.

## Associations and Interests

Life Insurance Direct obtained their own AFSL to minimize the conflicts of interests caused by association; conflicts that often disadvantage consumers. They are neither owned nor controlled by any Bank or Insurer and their commitment to transparency means that they avoid associations that might reasonably be capable of influencing our advice or creating a conflict of interest.

Where conflicts are unavoidable, we will clearly disclose our interest or the nature of the conflict to allow you to make an informed decision about our advice. We will certainly manage, and will clearly disclose, any conflicts that we think may influence our advice.

## If you have a complaint

We understand that, from time to time, things may go wrong or that you may be dissatisfied with the service and support you received.

We welcome your feedback and encourage you to tell us if this occurs. You should speak to us in the first instance but if we can't adequately and effectively resolve your issues within three (3) business days, you should Life Insurance Direct on [info@lifeinsurancedirect.com.au](mailto:info@lifeinsurancedirect.com.au) or 1300 135 205.

If we don't provide you with a satisfactory response within 45 days, you have the right to refer your concerns to the Australian Financial Complaints Authority Limited ("AFCA"). AFCA is the independent dispute resolution service that deals with complaints about financial services including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. Life Insurance Direct Australia is a member of AFCA (Member number 36174) and from 1 November 2018 all complaints will be handled by AFCA. AFCA can be contacted at GPO Box 3, Melbourne Vic 3001 or by phone on 1800 931 678.

The Australian Securities and Investment Commission (ASIC) also has a Free call Infoline on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.

The law requires Life Insurance Direct to maintain a level of Professional Indemnity Insurance appropriate for our size and the scale and complexity of their operations. Our insurance covers claims made against us and both our current and former Authorised Representatives. Our policy is annually reviewed for currency and suitability and is a key element of our license obligations.

## Privacy and the security of your personal Information

We will collect your personal information in order to provide you with financial products and services or, manage and administer your products. Rest assured that we value your privacy and secure your personal information in accordance with the law and our Privacy Policy.

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