



Financial Services Guide

FINANCIAL SERVICES GUIDE

Preparation date: 29 July 2024

Licensed entity

Carpeesh Pty Ltd (Carpeesh), Level 11, 600 St Kilda Road, Melbourne, Victoria, 3004, ABN 30 630 295 368, offers the financial services referred to in this Financial Services Guide (FSG) and holds an Australian Financial Services Licence (AFSL) 516350.

You can contact Carpeesh by phone 1300 101 311, by email to help@carpeesh.com or by the website carpeesh.com.

About this Financial Services Guide (FSG)

An FSG provides you with important information about a particular financial product or service. The purpose of this FSG is to set out information designed to assist you to decide whether to use the financial service or purchase the financial product as set out in this FSG. It also sets out other information and details required by law to be included in an FSG including:

- The services we offer you,
- How we and others are paid,
- How we manage any potential conflicts of interest,
- Arrangements we have in place to compensate clients for losses, and
- How you can make a complaint and how we deal with it.

Product Disclosure Statement (PDS)

If we offer to arrange the issue of an insurance policy to you, we will also give you a PDS and any relevant Supplementary Product Disclosure Statement (SPDS). The PDS and any relevant SPDS includes important information on the terms of the insurance policy and you should read it carefully before purchasing a financial product issued by RACQ Insurance.

Services and authorisations

Carpeesh is responsible for the financial services that will be provided to you, including the distribution of this FSG.

Carpeesh is an Australian Financial Services Licensee (AFSL 516350) and is licensed to provide general financial product advice for general insurance products, and deal in general insurance products.

Carpeesh is also licensed under Carpeesh's AFSL to provide Claims Handling and Settling Services.

Carpeesh acts under a binding authority provided by RACQ Insurance Limited (RACQ Insurance), ABN 50 009 704 152, AFSL 233082 to issue policies, alterations and renewals, and to administer the policies. This means that in all aspects of arranging or issuing a policy, Carpeesh acts as an agent for the insurer and not for you.

Carpeesh or employees of Carpeesh acting on behalf of RACQ Insurance are authorised by agreement with RACQ Insurance to arrange for clients to enter in to, vary or cancel the Carpeesh car insurance product. This includes the collection of insurance premiums and other related payments.

Any communication from Carpeesh will not take into account your personal financial circumstances.

How you can instruct us

You can contact us to give us instructions by post, phone or email on the contact number or details mentioned on this page of the FSG.

How we are remunerated

Carpeesh receives commission from RACQ Insurance for arranging and managing your insurance on their behalf. The commission Carpeesh receives ranges from 20-25% of your base premium, excluding statutory and government charges. It covers the cost of product design, sales, service, claims handling and the teams managing these services. Carpeesh also receives a claims handling fee from RACQ Insurance.

Commission is paid for each policy Carpeesh issues on behalf of RACQ Insurance, and on any increased annual premium where there is an increase in cover on those policies.

You may request particulars of the remuneration within a reasonable time after receipt of this FSG and before we provide you with any of the financial services identified in this FSG.

Fees you may incur

Item	Fee	When
Early cancellation fee	\$50.00 + GST	This fee applies when you cancel your policy after the 14 day cooling off period but before the end of 12 month policy period.
Fortnightly instalment fee	\$3.00 + GST	This fee is deducted fortnightly in addition to your fortnightly premium instalment, up to a maximum of \$78 + GST per 12 month policy period.
Monthly instalment fee	\$6.50 + GST	This fee is deducted monthly in addition to your monthly premium instalment, up to a maximum of \$78 + GST per 12 month policy period.
Annual merchant fee	1.54% of premium (inclusive of GST)	This fee is deducted in addition to your annual premium instalment, at the time of payment.

Complaints and disputes

If you have a complaint or dispute concerning the financial services described in this FSG, please tell us.

You can call us on 1300 101 311, email to help@carpeesh.com or write to Carpeesh Pty Ltd, Level 11, 600 St Kilda Road, Melbourne VIC 3004.

The matter will be referred to the relevant manager. We will advise you of a decision in line with our complaints management policy.

External dispute resolution scheme

If a complaint is not resolved to your satisfaction, you can refer your complaint to the Australian Financial Complaints Authority (AFCA). You can contact AFCA on 1800 931 678 or write to them at GPO Box 3, Melbourne, Victoria 3001 or www.afca.org.au.

Compensation arrangements

Carpeesh has a professional indemnity insurance policy (PI policy) in place. The PI policy covers Carpeesh and its employees in the provision of financial services.

Carpeesh's PI policy will cover it for claims relating to the conduct of representatives who no longer work for Carpeesh.

This policy satisfies the requirements for compensation arrangements under section 912B of the Corporations Act 2001 (Cth).

This FSG remains valid unless a further FSG is issued to replace it. Please retain this document for your reference and any future dealings with Carpeesh.