

Freight**Insure**

Single Trip Transit Insurance

Financial Services Guide (FSG)



Preparation Date: 01 October 2024
Effective Date: 25 October 2024

FINANCIAL SERVICES GUIDE

The Purpose of this Guide

This Financial Services Guide (**FSG**) is designed to assist you in deciding whether to use any of our services and contains important information about:

- Who we are and the services we offer you
- How we and our associates are paid
- Any potential conflicts of interest we may have
- What to do in the event of a complaint

If we offer to arrange the issue of a retail insurance policy to you, we will also provide you with, or pass on to you, a Product Disclosure Statement (**PDS**). The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing the product.

This FSG applies from 01/08/2024 and remains valid unless a further FSG is issued to replace it.

Who We Are

FreightInsure Pty Ltd (ABN 56 659 137 550, AFSL 549662) (**us, we, our** or **FreightInsure**) is an agent of:

- Assetinsure Pty Ltd (ABN 65 066 463 803, AFSL 488403) (**Assetinsure**)
- HDI Global Specialty SE acting through its Australian branch (ABN 58 129 395 544, AFS Licence number 458776) and whose principal place of business is Level 19, 20 Martin Place, Sydney, NSW, 2000 Australia (**HDI**).

(Collectively the **Insurers**)

authorised to offer, issue and administer general insurance products, and to manage and settle claims under those products, to retail and wholesale clients on their behalf.

FreightInsure acts under a binder agreement with Assetinsure and HDI to distribute the insurance product, unless stated otherwise. Even if we are not acting under a binder agreement we act as agent of the insurers. This means that in all matters we represent and act for the insurers, not for you.

Assetinsure and HDI are regulated by Australian Prudential Regulation Authority (“APRA”).

Full contact details are available in the PDS for each of these parties.

Freight carriers and other transport industry entities may be appointed to distribute the general insurance product in coordination with FreightInsure, under authorisation from Assetinsure and HDI.

Related Bodies Corporate

FreightWise Pty Ltd (trading as “**FreightSafe**”) (ABN 88 101 566 465, AFSL 529628) has common but not identical shareholders to FreightInsure. FreightInsure has subcontracted FreightSafe to manage and settle claims under policies issued by us on behalf of Assetinsure and HDI, pursuant to a claims management agreement between Assetinsure, HDI, FreightSafe and FreightInsure.

Our Services

We provide general advice only in the form of description of product features of the insurance products that we issue on behalf of the insurers. We do not arrange or issue any insurance products other than those listed on our website. You must self-select the insurance products and no instruction or advice is provided to you regarding the suitability of any product.

You can obtain quotes and information about a policy through the freight booking platform of participating freight carriers who distribute our products.

We will provide quotes in relation to the wholesale and retail insurance policies detailed on our website.

Products We Offer

We offer Single Trip Goods-In-Transit insurance and Single Trip Cargo Liability insurance.

General Advice Warning

We give general advice only. This means that our advice will not take into account your objectives, financial situation or needs. Because of this, before making any decision about whether to acquire a financial product through FreightInsure, you should read the PDS carefully and consider whether it is appropriate having regard to your own objectives, financial situation and needs and seek independent advice if appropriate.

Your Privacy and Personal Information

We appreciate privacy is important to you. We are committed to protecting your personal information. For further information, please refer to our Privacy Statement in the PDS and/or Privacy Policy by visiting www.freightinsure.com.au/privacy or call us on 1300 744 044.

Complaints

We are committed to providing quality services to you. This commitment extends to giving you easy access to people and processes that can resolve a service issue or complaint.

Refer to the PDS under the subheading “Complaints and Dispute Resolution” for full details about how to make a complaint and how your complaint will be managed.

Professional Indemnity Insurance

FreightInsure maintain a Professional Indemnity Insurance Policy which satisfies the requirements for compensation arrangements in accordance with Section 912B of the *Corporations Act 2001* (Cth). The policy covers us and our representatives for claims made against us and our representatives by retail customers as a result of the conduct of us, our employees or representatives in the provision of financial services.

Sources of Income

When we issue you with a general insurance product we charge a premium on behalf of the insurers. The total amount you pay is the base premium plus any statutory and government charges. These may include GST and stamp duty.

We receive a commission from the insurers of up to 35% of the base premium you pay for issuing business on behalf of the insurers.

When you pay us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance to the insurers in accordance with our arrangements with the insurers. We will retain any interest on the premium while it is in our trust account.

You may also pay us a platform fee of up to 15% of the base premium, disclosed separately to the premium, for use of the FreightInsure platform to deliver instant and embedded quote, bind, payment and documentation, together with mid-term adjustments.

If a person or company has referred you to us or distributes products to you on our behalf, we may pay them a part of any fees or commission we receive.

We also may receive remuneration from our corporate partners for use of our platform.

FreightSafe as a related body corporate receives either a fixed, flat fee per policy from Assetinsure and HDI, or a fixed fee per claim from FreightInsure, for the management of claims associated with the products offered.

FreightInsure may, from time to time and subject to the agency agreement, also receive a profit commission from the insurers calculated as a percentage of the insurers' net profit for this insurance product sold by FreightInsure.

If you pay by credit or debit card we may charge you a card fee, which will be disclosed and shown separately on our invoices, and is non-refundable. This fee covers the cost of bank charges, gateway fees, and other fees associated with such facilities.

If you would like more details about these remuneration arrangements, please ask for it within a reasonable period after you receive this document and before the relevant insurance is issued to you.