



Financial Services Guide

16 June 2008

This Financial Services Guide (FSG) contains important information about the authorised services of MBF Life Limited ('MBF Life', 'we', 'us', and 'our'). Please read this FSG thoroughly. It is designed to assist you in deciding whether to use the authorised services of MBF Life. Should you require more information, please contact us on 132 623.

The information contained in this FSG includes:

- the type of financial services we provide
- the remuneration that may be paid in respect of our authorised services
- any conflicts of interest we may have
- our internal and external dispute resolution services
- how you can contact us.

MBF Life is authorised to provide you with advice about your life insurance needs. Where appropriate, a Statement of Advice (SoA) is prepared from the personal and financial information that you provide.

In the SoA we will advise you on:

- our recommendations for your life insurance needs taking into account your objectives, personal and financial situation and lifestyle needs
- estimated premium costs
- disclosure of remuneration and any relevant fees
- any association we have with other parties.

When we recommend life insurance products to you, in addition to providing you with an SoA, we will also provide you with the relevant Product Disclosure Statement (PDS), for any product that is recommended.

A PDS is the document that contains relevant information about the product features, benefits, costs and terms and conditions. This information will assist you in making a decision about whether to apply for or acquire the product and options under the product.

Information we receive from you, how we maintain it, and the availability of this information to you

So that we are able to provide you with appropriate advice, you will need to provide us with information about your needs and objectives, your personal and financial situation, and any other relevant information.

You have the right not to tell us this information. However, if you decide not to tell us this information, the advice you receive will be limited and may not be appropriate to your needs, objectives and personal and financial situation.

We maintain a record of your personal and financial information, as well as the recommendations we provide to you. On your request, we can provide you with a copy of your personal and financial information as well as the SoA at any time.

Please telephone us on 132 623 if you have any questions, concerns or comments regarding privacy. Further information on how we handle your personal information is explained in our Information Handling Policy available at mbflife.com.au

About MBF Life

MBF Life is a part of the MBF Group of companies, which also includes Australia's largest privately managed Health Insurer (MBF Australia Pty Limited) and ClearView Financial Management Limited.

MBF Life currently helps to protect the livelihoods of over 70,000 Australian families, and aims to provide a range of simple and affordable personal insurance solutions.

The services of MBF Life

We are authorised to offer you the following financial services under our Australian Financial Services Licence (AFSL):

- provide financial product advice about life risk insurance products
- deal in life risk insurance and investment life insurance products.

MBF Life recommends and issues MBF Life insurance products and acts for itself when it recommends and issues MBF Life insurance products.

Where appropriate, MBF Life Advisers may recommend other life insurance companies products.

Details of any remuneration and commission will be disclosed in the SoA provided by you.

MBF Life representatives

MBF Life representatives are trained and dedicated employees of the MBF Group, who are appointed by MBF Life as representatives.

Our representatives undergo stringent training with adherence to specific performance criteria, set and administered by MBF Life to ensure MBF Life's standards are maintained.

Certain MBF Life representatives are authorised to provide the following services:

- General Advice from Customer Service Consultants; or
- General and Personal Advice from MBF Life Advisers.

Any advice, including any opinion or recommendation that our Customer Service Consultants give, will be General Advice only. This means that the advice will not take into account your objectives, financial situation or needs.

If the General Advice relates to you acquiring a particular MBF Life product, you should obtain the PDS for that product and consider it carefully before

deciding whether to acquire the product. You also need to consider whether the General Advice is appropriate to your personal circumstances.

MBF Life Advisers are trained and authorised to provide you with General Advice (as described above) and Personal Advice about your life insurance needs and make recommendations on life insurance products that provide cover for:

- Term Life (cover in the event of death or terminal illness)
- Total and Permanent Disability
- Health traumas (critical illnesses and injuries)
- Income Protection

In providing you with Personal Advice, the MBF Life Adviser will:

- consider your objectives and your current personal and financial situation
- conduct a thorough review and analysis of your insurance needs
- if appropriate, recommend life insurance products and appropriate levels of insurance cover
- provide advice on the appropriate ownership of insurance policies to help ensure efficient payment of benefit proceeds to the life insured, dependants and beneficiaries.

What information should you provide to receive Personal Advice?

You need to provide us information about your needs and objectives, your current personal and financial situation and any other relevant information, to enable us to provide you with appropriate advice.

Remuneration and associations with other companies

MBF Life representatives are remunerated by way of salary and performance-based bonus. The amount of any bonuses our representatives may receive depends on various factors such as individual employee performance and new business premium generated. They may also receive non-monetary incentives through a rewards program, such as free and subsidised attendance at conferences, movie tickets and household items.

A bonus may be paid to an MBF Life representative if they refer you to ClearView Financial Management Limited to obtain financial advice.

In relation to products issued by MBF Life, MBF Life will receive premiums.

If you receive Personal Advice from an MBF Life Adviser, the adviser's remuneration will be detailed in the SoA provided to you.

If you receive Personal Advice from ClearView Financial Management Limited, details of any commission payable as well as the adviser's remuneration will be detailed in the SoA provided to you by ClearView Financial Management Limited.

If you are issued an MBF Life product and you obtained the relevant PDS from an MBF Centre, MBF Australia Pty Limited may receive an amount of up to the equivalent of 40% of your first year's premium.

Any commission paid to ClearView Financial Management Limited or MBF Australia Pty Limited, is not an additional cost to you.

Alternative Forms of Remuneration Register

We maintain Alternative Forms of Remuneration Registers, that are a requirement of the Financial Planning Association and the Investment and Financial Services Association Limited, which they prescribe are to be maintained by fund managers and licensees.

These Registers outline the alternative forms of remuneration that are paid and received from givers and receivers. Our Registers are publicly available and you can access them by sending a written request to:

Head of Compliance
MBF Group Compliance
Reply Paid 3382
Sydney NSW 2000

Dispute resolution service

MBF Life offers an internal dispute resolution service in relation to any concerns you may have about MBF Life, MBF Life's products, or any MBF Life representative.

MBF Life hopes that it can assist you with any concern you may have. Therefore, in the first instance, please telephone us on 132 623, or you can write to us at the address shown at the end of this FSG.

If you are not satisfied with MBF Life's initial response, please ask to speak to MBF Life's Complaints Officer who will handle your matter personally. Or write to MBF Life's Complaints Officer at the address shown at the end of this FSG.

If your complaint remains unresolved, or you are not satisfied with how we respond to your enquiry or complaint within 45 days, you may refer the matter to the Financial Ombudsman Service (FOS), which acts as MBF Life's external dispute resolution provider. FOS is an independent body and its service to you is free.

To access this service you must contact FOS on 1300 780 808, or by writing to:
The Manager
Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001

Professional Indemnity (PI) Insurance

In accordance with the requirements of ASIC Regulatory Guide 126, we confirm that MBF Life has Professional Indemnity (PI) Insurance cover for claims made in relation to the conduct of representatives/employees who no longer work for MBF Life, but who did at the time of the relevant conduct.

How to contact MBF Life

- by mail: **MBF Life Limited, GPO Box 4232, Sydney NSW 2000**
- by telephone: **132 623**, Monday to Friday, 8am – 6pm (EST)
- by fax: **(02) 9222 1764**
- by email: [**life@mbf.com.au**](mailto:life@mbf.com.au)
- or visit our website: [**mbf.com.au/life**](http://mbf.com.au/life)

Please note, that for legal purposes and quality control, all telephone calls to MBF Life will be recorded. If you do not wish to have your telephone call recorded, please tell the MBF Life representative at the start of the phone conversation. In this case, MBF Life may request that your communication be put in writing.

Issued by MBF Life Limited
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