

FINANCIAL SERVICES GUIDE (FSG).

Dated: 01 November 2019

This Financial Services Guide (FSG) is an important document that we are required to give to you under the requirements of our Australian Financial Services Licence. It provides you with information about The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035 (CMLA), referred to as 'we', 'our' or 'us' as is appropriate, and is intended to provide you with information that will assist you in making informed decisions on whether you want to use our products and services.

It includes details about the following:

- ◆ financial services we are able to provide you;
- ◆ how we and our staff are paid for providing you with those services;
- ◆ how to contact us; and
- ◆ the internal and external dispute resolution systems you can use if you have a complaint to make about us.

If you choose to use our services, you may also receive from us a Product Disclosure Statement (PDS) or other type of Offer Document. The PDS or Offer Document contains information about the particular product and will assist you in making an informed decision about that product.

Who are we?

Any financial services offered or range of products will be provided by CMLA. CMLA holds an Australian Financial Services Licence and is regulated by the Australian Prudential Regulation Authority (APRA) and the Australian Securities and Investments Commission (ASIC). CMLA is a wholly owned non-guaranteed subsidiary of the Commonwealth Bank ABN 48 123 123 124.

The financial services and products above include those offered through 'Commonwealth Financial Services', 'Commlnsure' and Commonwealth and Colonial branded products developed in the 1980s and 1990s and former Legal & General and Prudential products.

CMLA has entered into a Joint Cooperation Agreement with AIA Australia Limited (AIA) and Commonwealth Bank of Australia (CBA) for the joint operation of the CMLA and AIA businesses. AIA is part of the AIA Group, the largest publicly listed life insurance group in the Asia Pacific region with a presence in 18 markets. Whilst CBA will remain the ultimate shareholder of CMLA, under the terms of the Joint Cooperation Agreement AIA will have an appropriate level of direct management and oversight of the CMLA business.

Our products and services

Our Australian Financial Services Licence authorises us to deal in and provide product advice relating to the following product groups:

- ◆ Life Insurance (including Risk Insurance)
- ◆ Investments (including Investment Life Insurance)
- ◆ Superannuation (including eligible rollover funds).

What can we offer?

Product Groups	Product Issuer
<ul style="list-style-type: none">◆ Life Risk Insurance such as Life, Trauma, Total and Permanent Disablement/ Disability, Income Protection, Business Overheads Cover, Consumer Credit Insurance◆ Annuities, and◆ Other Investment/Life Insurance products such as insurance/investment bonds.	The Colonial Mutual Life Assurance Society Limited (CMLA).

In addition to being the product issuer for the product groups noted in the table above, CMLA may also provide administration services to:

- ◆ superannuation funds issued by Equity Trustees Superannuation Limited ABN 50 055 641 757 AFSL 229757 (ETSL)
- ◆ managed investment schemes and insurance products issued by Colonial First State Investments Limited ABN 98 002 348 352 AFSL 232468 (CFSIL)
- ◆ retirement savings accounts issued by Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945 (CBA)

CMLA is remunerated for any administration services by the issuer of the product from the relevant product fees and income. Further details are available on request.

We do not provide personal financial advice. We may provide you with factual information and in some circumstances may provide general product advice. Our staff will not take into account your personal objectives, financial situations or needs.

Special instructions

We generally require that you instruct us in person in relation to products and services, and we may often rely on your signature to verify your instructions. However, there are special arrangements in place for some products and services where we can receive your instructions electronically via email, by telephone or fax.

How are we paid for providing financial services?

For Life Risk Insurance products you pay us premiums. For other investment products we may receive fees in relation to your investment. These fees may include such things as administration and investment fees (where appropriate). In some situations exit fees, account fees and transaction fees may apply.

The basis of how premiums can be determined and the fees that are payable can be found in the relevant PDS or other Offer Document.

How we, our staff and our brokers are paid for providing financial services

Our staff are remunerated by salary. The amount of salary varies according to the staff member's position. Our staff may also be eligible for an annual bonus payment that is based on a number of factors, including performance, risk management and customer service.

You may receive personal advice from financial advisers in relation to the products we offer. These advisers may receive remuneration from us.

Your adviser will be required to set out the remuneration (including commissions) they receive in their FSG or Statement of Advice. Commission payments may continue while you hold the product.

The table below is a summary of the range of commissions that we may pay:

Product Groups	Commission Range
Life Risk Insurance such as Life, Trauma, Total and Permanent Disablement, Income Protection, Business Expense Insurance, Consumer Credit Insurance (such as Home Loan Protection Insurance)	0% to 77% of initial premium for new business and 0% to 36% of ongoing premium annually each year. Existing business changes may have initial commission up to 149% where applicable under Life Insurance Framework grandfathering conditions. Commission percentages include GST.

Under arrangements entered into by us prior to 1 July 2012, dealer groups can receive commission on the volume of business they create for us. Any such payments are made by us and do not represent an additional cost to you.

Privacy information

Your privacy is important to us.

For information on how we use and disclose personal information and our other privacy and information handling processes, please refer to our Privacy Policy, which is available at aia.com.au/privacy or upon request when contacting us.

What to do if you have an enquiry or complaint

We accept that sometimes we can get things wrong, and when this happens we're determined to make them right again.

Most enquiries can be resolved quickly by simply talking with us. You can call us on:

- ◆ **13 1778** or **13 2015** for Superannuation
- ◆ **13 1056** for Life Risk Insurance
- ◆ **13 3982** for Simple Life
- ◆ **1800 624 100** for Annuities and Investment Growth Bonds

If your enquiry is not resolved to your satisfaction, you may lodge a complaint by talking with us. Alternatively, you may lodge your complaint in writing by sending your complaint to:

Customer Relations
PO Box 234
Parramatta NSW 2124

Or via email to:

CMLAcustomerrelations@cba.com.au

Please mark your letter 'Notice of Complaint'

When you make a complaint we will:

- ◆ acknowledge your complaint
- ◆ give you a reference number and contact details so that you can follow up if you want to
- ◆ make sure we understand the issues and investigate the cause of your concern
- ◆ do everything we can to fix the problem
- ◆ respond to you as quickly as possible
- ◆ keep you informed of our progress if the matter can't be resolved quickly
- ◆ keep a record of your complaint.

External Dispute Resolution - Australian Financial Complaints Authority (AFCA)

If you're not satisfied with our handling of your complaint or our decision, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA offers a free independent dispute resolution service for consumer and small business complaints.

You can contact AFCA on **1800 931 678** between 9 am and 5 pm (Sydney time), Monday to Friday from anywhere in Australia, online at www.afca.org.au or by writing to:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Commlnsure



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