



Financial Services Guide (FSG)

The financial services referred to in this financial services guide (FSG) are offered by:

All Parks Insurance Pty Ltd ('All Parks')
ABN 25 151 703 525, AFSL 494836

Unit 2, 6 Margaret Street
Wyong NSW 2259
Phone: (02) 4355 4027
Email: allparks@allparks.com.au

Who is All Parks?

All Parks Insurance Pty Ltd ('All Parks') is an Australian Financial Services Licence holder and is authorised to deal in and provide general financial product advice and provide claims handling and settling services in relation to general insurance to retail clients. All references in this FSG to 'us, we and our' are references to All Parks.

All financial services in connection with your insurance are provided by us on behalf of the product issuer, certain Underwriters of Lloyds ('Underwriters'). This means that we act for these Underwriters and not you and allows us to accept your application for insurance as if we were the insurer.

All Parks specialises in the offering of holiday park insurance. Please consider your financial situation, needs and objectives and read the Product Disclosure Statement (PDS) and this FSG before deciding whether to buy this insurance from us.

This FSG sets out the services that we can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about:

- the services we offer you.
- how we and others are paid.
- any potential conflict of interest we may have.
- our internal and external dispute resolution procedures and how you can access them.
- arrangements we have in place to compensate clients for losses.

This FSG is not intended to cover all services offered by us. If you need more information about the matters covered in this FSG, please contact us.

Other disclosure documentation

If you decide to acquire a financial product from us, you will also receive a Policy Wording or PDS and Certificate of Insurance which sets out the full terms of conditions of your insurance and includes other important information about the product.

From when does this FSG apply?

This FSG applies from 10th June, 2024 and remains valid unless a further FSG is issued to replace it.

Who is responsible for the financial services provided?

All Parks is responsible for the financial services that will be provided to you including the distribution of this FSG. All Parks is authorised to advise and deal in general insurance products to retail and wholesale clients.

The contact details for All Parks are on the first page of this FSG.



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How are we paid for the services provided?

You pay us premiums for the policies that we provide to you. The basis of how these premiums are determined can be found in the relevant PDS and any Supplementary PDS (SPDS) for the policy. Our staff are paid a salary and they may receive a bonus or other incentives if they achieve performance targets. Such bonuses or other incentives are paid by us to our staff and do not form part of the premium.

All Parks charges you an administration fee of between 0% and 12.5% of the base premium for providing you with the financial services. This administration fee is added to the premium you pay us.

When you pay your premium to us, we will retain a commission (refer 'Commissions' section) from the premium and remit the balance to our Underwriters. We may earn interest on your premium while it is deposited into our account which we will retain.

Commissions

Our Underwriters pay us a commission for each policy we issue or renew on its behalf. This commission will be up to 30% of the base premium paid by you (excluding statutory charges, government taxes (such as GST), duties, levies and stamp duty along with any administration fee (if applicable). This commission includes the cost of promoting and administering policies and claims issued by us.

The commission is taken from the premium paid by you but is not added to the premium.

Profit Share

We may receive a profit share from our Underwriters based on the underwriting profit earned on our insurance portfolio. Due to the nature of your insurance and the way the profit share arrangement is arranged, it is not possible for us to know the exact amount of profit share, if any, which we may be entitled to until the end of the qualifying period.

Brokers & Authorised Representatives

Where you have been introduced to us by a broker or an authorised representative and you decide to acquire one of those products, we may pay the broker or the authorised representative a commission of between 0% and 10%. The commission amount depends on the product type, premium, and the specific arrangement entered into with that broker or authorised representative.

The remuneration may also be paid on renewal and premium adjustments. Any remuneration paid to brokers or authorised representatives is not charged directly to you.

Conflicts of interest

We take any potential or actual conflict of interest seriously and respond to them in accordance with our conflict of interest policy. A conflict of interest may arise in circumstances where some or all of your interests may be inconsistent with some or all of our interests. We address potential conflicts of interest in accordance with our internal management controls, disclosure and avoidance. We also provide training to our employees to identify and report any potential conflict of interest.

Our Professional Indemnity Insurance policy

All Parks maintain a Professional Indemnity Insurance Policy ('PI Policy') which satisfies the requirements for compensation arrangements in accordance with Section 912B of the Corporations Act 2001 (Cth).

Privacy



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We appreciate privacy is important to you. We are committed to protecting your personal information. For further information, please refer to our Privacy Statement and Privacy Policy by visiting allparks.com.au or call us on (02) 4355 4027.

How do I lodge a complaint or notify of a dispute?

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.

The steps we set out below are part of our complaint and dispute resolution process, the details of which are available by either:

- calling us on (02) 4355 4027; or
- visiting our website at allparks.com.au

If you have any concern, complaint or dispute with us, we will try to resolve it immediately. The best first step is to approach the person at All Parks with whom you were dealing to see if they can resolve the matter to your satisfaction.

If we cannot provide immediate resolution, you can request that our internal resolution process further consider the matter. To do this you may contact the All Parks Compliance Manager by emailing to allparks@allparks.com.au.

If an issue has not been resolved to your satisfaction within 30 days after we first received notice of your concern, complaint or dispute, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA by using the following contact details:

Post to: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Calling: 1800 931 678 (free call)

Emailing: info@afca.org.au

Making an enquiry at www.afca.org.au

External dispute resolution determinations made by AFCA are binding upon us in accordance with the AFCA Terms of Reference.

If AFCA advises you that the AFCA Terms of Reference do not extend to you or your dispute, you can seek independent legal advice or access any other external dispute resolution options that may be available to you.