

AIA Financial Services Pty Limited (ABN 68 008 540 252)  
Australian Financial Services Licence No. 231109  
trading as AIA Financial Wellbeing,  
PO BOX 6051, Melbourne VIC 3004  
Telephone: 1800 417 788  
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## About AIA Financial Services Pty Limited

AIA Financial Services Pty Limited (ABN 68 008 540 252, AFSL 231109) (AIAFS) trading as AIA Financial Wellbeing, provides you with this financial services guide (FSG) to assist you to make an informed decision about the financial services and products we offer.

We provide services through our Australian Financial Services Licence (AFSL) No. 231109.

We are a wholly-owned subsidiary of AIA Australia Limited  
ABN 79 004 837 861 AFSL 230043 (AIA Australia).

## About this guide

This FSG contains important information about:

- Products we can advise on
- The limitations of General Advice
- Benefits that we may receive or pay
- How our employees, representatives (referring to general advice consultants) are remunerated
- Details of our associations that may influence our advice
- How you can contact us
- How we handle complaints about our services

## The services and products we cover

Under our AFSL, we are authorised to provide General Advice on, and to deal in life risk insurance, including income protection, total and permanent disability, trauma cover and business expenses.

We are responsible for the services we provide and do not act as the representative of any other licensee.

## Limitations of General Advice

General Advice is a recommendation or opinion about a financial product that does not take into consideration your objectives, financial situation and needs. When we provide General Advice, we won't consider your personal circumstances, such as your:

- Income
- Expenses
- Assets
- Liabilities
- Goals
- Risk tolerance

Any General Advice we provide to you may help you to make your own decisions about financial products. You should consider your own objectives, financial situation and needs in deciding whether to act on the General Advice we provide you.

For any General Advice that relates to a product, we will provide you with the relevant Product Disclosure Statement (PDS). A PDS contains information about the significant features, risks, and benefits of the financial product. We recommend that you read the PDS before making any decision to acquire a financial product.

We may provide you regulatory documents such as a PDS and FSG through email or other digital means which you can opt out of by contacting us if you prefer to receive these documents via alternate methods.

## Benefits we may receive

### Life insurance commission payments

When you commence an insurance policy with AIA Australia, we may receive initial or on-going commission payments.

An initial commission is a one-off payment made upon entry to an insurance policy and an ongoing commission is paid each year for which an insurance policy is maintained.

These commissions are a percentage of the insurance premiums you pay and are described below. They are not an additional cost paid directly by you and are deducted from the insurance premium by the product provider.

We receive commissions on life insurance products in accordance with the table below.

Year	Initial Commission	Ongoing Commission
New products or additional cover issued on or after 1 January 2020	Up to 66%* of the premium in the year of issue	Up to 33%* per annum of the premium

\* Rates include GST

### Other fees and payments we receive

We receive referral fees on health insurance products when we refer you to AIA Health Insurance Pty Limited (AIA Health Insurance). We receive commission of 20% of the first-year premium from AIA Health Insurance for these referrals.

We will receive a \$500 payment when a new AIA Priority Protection Insured activates their AIA Vitality membership and reaches Silver Status (10,000 Vitality points) within 6 months of the policy commencing. This one-off reward payment is payable by AIA Australia and is not an additional expense to you.

We may also receive other benefits from AIA Australia which may include the funding of distribution and marketing campaigns.

## Benefits we may pay

### Referral partners

We have referral arrangements. When a customer is referred to us, we may pay a referral fee to the referral partner. This fee is calculated as a percentage of the life risk insurance product commission and/or health insurance remuneration we receive from the product issuer.

Referral payments are not an additional cost to you. You may request details of these arrangements at any time. These will also be provided (if applicable) at the time your quote is provided.

### Third Party Referrals

Where we refer you to a third party, we do not receive payment for that referral.

We also do not approve or endorse their advice and you should consider the appropriateness of their advice in light of your own circumstances.

### How are our staff remunerated?

Employees involved in the provision of financial services on our behalf receive a salary including superannuation benefits and access to other general employment benefits. The amount of salary varies depending on external market data and the employee's experience, skills, knowledge, development, and performance in their role. These employees may also have the opportunity to receive a performance bonus based on the achievement of business sales targets and their performance against other individual accountabilities and behavioural elements. These amounts vary depending on their role and level of seniority.

General employment benefits can include performance recognition through a points-based rewards program, discounted or complimentary access to AIA Australia's products and ad hoc rewards for achieving predetermined performance targets.

We also maintain a Conflicts of Interest register. Conflicts of Interest are circumstances where some or all of your interests are inconsistent with, or diverge from, some or all of our interests or those of your consultant.

If you would like to see a copy of these registers, you can contact us.

### Remuneration arrangements may change

The remuneration arrangements described in this FSG are subject to applicable law and regulatory guidance. Where the legislative and regulatory guidance covering these remuneration arrangements is changed, despite anything to the contrary in this FSG, we may change the remuneration arrangements so that we will not pay any remuneration on terms that conflicts with that legislative and regulatory guidance.

## Our associations

It's important that you are aware of the relationships we have with other service providers so you can decide on the services you wish to use. AIAFS is part of the AIA Group. The AIA Group provides a range of products and services, which include health insurance, life insurance, wellbeing programs and financial advice.

In particular, we have a relationship with the following entities:

- AIA Australia, is our parent company and the issuer of life insurance products we provide General Advice on.
- AIA Health Insurance, is the issuer of health insurance products. We may refer customers seeking health insurance products to AIA Health Insurance
- Commonwealth Bank of Australia (ABN 48 123 123 124) ('CBA'): CBA, as well as various affiliates of CBA, have entered into a long-term strategic partnership with AIA Australia and other AIA Group entities, to work together to provide quality products, support and services to customers. AIAFS entered into an advice referral arrangement with CBA, as part of CBA's partial transfer of Commonwealth Financial Planning to AIAFS.

## Privacy Information/Consent

We are committed to ensuring the privacy and security of your personal information and comply with the requirements of the Privacy Act 1988.

The AIA Australia Group Privacy Policy sets out how we collect, use and disclose personal information. AIA Australia Group's Privacy Policy is available at <https://www.aia.com.au/en/privacy-policy>

## How you can contact us?

You may write to us at: PO BOX 6051, MELBOURNE VIC 3004  
 You may call us on: 1800 417 788  
 (if calling from within Australia)  
 +61 3 9009 4135  
 (if calling from overseas)

By email on: [AIAFSGeneralAdviceEnquiries@aia.com](mailto:AIAFSGeneralAdviceEnquiries@aia.com)

## How you can make a complaint

If you are unhappy with the advice or services that we provide to you, then we encourage you to contact the AIA Group Customer Resolutions team:

Email: [au.customerresolutions@aia.com](mailto:au.customerresolutions@aia.com)

You may write to us at: PO BOX 6111, MELBOURNE VIC 3004

Or fill an online form:  
[www.aia.com.au/en/help-and-support/how-to-lodge-a-complaint](http://www.aia.com.au/en/help-and-support/how-to-lodge-a-complaint)

We will do our best to resolve your complaint quickly and fairly and will communicate our proposed solutions to the issue with you, in writing, within 30 days of receipt of your complaint.

If, after contacting the AIA Group Customer Resolutions team you are not satisfied with the outcome of your complaint, you can refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA offers a free independent dispute resolution service for consumers and small businesses. You can contact AFCA by:

Writing: Australian Financial Complaints Authority  
 GPO Box 3, MELBOURNE VIC 3001

Telephone: 1800 931 678 between 9 a.m. and 5 p.m.  
 (Sydney time), Monday to Friday within Australia.

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

You can also make a complaint, and obtain information about your rights, on the Australian Securities and Investments Commissions free call information line: 1300 300 630 or online at [www.moneysmart.gov.au](http://www.moneysmart.gov.au).

## Our compensation arrangements

We have Professional Indemnity Insurance in place that satisfies the compensation arrangements required under Australian law, being section 912B of the Corporations Act. We are also covered for claims against former representatives whilst they acted on our behalf.