

# FINANCIAL SERVICES GUIDE

## Introduction

This Financial Services Guide describes the services Clarity 2020 Pty Ltd (ABN: 52 609 152 847) provides in relation to the policies it offers for protection of your eyewear. It explains our relationship with Quantum Insurance Holdings Pty Ltd and the insurer, Berkley Insurance Company trading as Re Australia. It also explains how we are remunerated for our insurance services, professional indemnity insurance arrangements and describes your rights as our valued customer. You will be given a Product Disclosure Statement for the insurance you purchase and this provides information about the insurer and the benefits of the insurance.

We may provide correspondence and important disclosures electronically. We will use the email address provided by you for electronic delivery and notifications, including availability of items via a link on our website. You may contact us at any time to request correspondence by another method, such as by post.

## Who is my Adviser?

Your adviser is Clarity 2020 Pty Ltd.

Clarity 2020 Pty Ltd is a Corporate Authorised Representative no: 001256518 of Quantum Insurance Holdings Pty Ltd, Australian Financial Services Licence no: 451134.

## How can I instruct you?

You can give instructions to the representative at your Clarity 2020 eyecare practice/store or you can contact us by post, phone, or email on the contact numbers or details mentioned on page 3 of this FSG.

## Who is responsible for the financial services provided?

Quantum Insurance Holdings Pty Ltd holds a current Australian Financial Services Licence no: 451134 and is responsible for the advice provided by its representatives. Quantum Insurance Holdings Pty Ltd as the Financial Services Licensee authorises the distribution of this FSG which applies from 17 July 2017 and remains valid unless a further FSG is issued to replace it.

## What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?

Quantum Insurance Holdings Pty Ltd is authorised to advise on and deal in general insurance products to retail and wholesale clients.

Clarity 2020 is authorised by the Licensee to provide general financial product advice in relation to the the Clarity 2020 Eyewear Insurance Policies and arranges these policies on behalf of Quantum Insurance Holdings Pty Ltd and Berkley Insurance Company trading as Berkley Re Australia.

## Our Services

We can assist you to apply for insurance for the eyewear you purchase from us and where we do, we are acting as an agent of Quantum Insurance Holdings Pty Ltd (ABN: 71 163 019 485 AFSL No. 451134) and the insurer. Quantum Insurance Holdings Pty Ltd (Quantum) is a specialist insurance intermediary that acts as an agent of the insurer, Berkley Insurance Company trading as Berkley Re Australia.

None of the Clarity 2020 eyecare stores in Australia are authorised to give advice, but we can market and promote the policies and give general advice in the course of doing that. We do not provide personalised advice about your individual situation.

If you are interested in the insurance we offer, your Clarity 2020 eyecare store will be given a Product Disclosure Statement. This describes the main features of the eyewear policy. Reading it will help you to decide if the policy suits your needs, objectives and financial situation.

## **How are we paid?**

We receive a commission from the insurer when we arrange your eyewear insurance. Our commission is in the range of 16% to 32% of the premium (excluding taxes and statutory charges). Quantum earns commission from the insurer of up to 10% of the premium. The commission is included in the premium quoted to you.

We also charge an administration fee when arranging the insurance. The fee is in the range of \$0 to \$16.50 including GST. This is included in the quote for the insurance.

## **Who We Pay**

Our Clarity 2020 eyecare stores in Australia are authorised as Distributors of the Licensee. We pay them up to 10% of the commission and fees we earn for the services they provide to you. From time to time, they may pay employees an incentive based on the number of policies they sell – this might be a financial bonus or a gift, prize or other gratuity.

## **What arrangements do you have in place to compensate clients for losses?**

Both Clarity 2020 and Quantum Insurance Holdings Pty Ltd confirm that they hold Professional Indemnity Insurance in accordance with s.912B of the *Corporations Act 2001* (as amended). The Professional Indemnity Insurance extends to indemnify Clarity 2020 eyecare stores in Australia and their employees (past, present and former employees), subject to its terms and conditions, up to the Limit of Indemnity in respect of the authorisations and obligations under the Australian Financial Services Licence of Quantum Insurance Holdings Pty Ltd.

## **What to do if you have a complaint**

If you have any complaint about the service provided to you, you should take the following steps:

1. Contact the Complaints Officer at Clarity 2020 on +61 7 3067 3638 and tell the Complaints Officer about your complaint.
2. If your complaint is not satisfactorily resolved within 5 days please contact Quantum Insurance Holdings Pty Ltd on (08) 9724 1555 or put your complaint in writing and send it to Quantum Insurance Holdings Pty Ltd, Unit 2 10 Cassowary Bend, Eaton WA 6232. We will try and resolve your complaint quickly and fairly.
3. If we cannot reach a satisfactory resolution, you can raise your concerns with the Financial Ombudsman Service (FOS) on 1300 780 808. Quantum Insurance Holdings Pty Ltd is a member of this complaints resolution service. The Australian Securities & Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

## **How we protect your privacy**

We are committed to protecting your privacy. We use the information you provide to assist with arranging the insurance. The information we collect on any application forms including your personal details will be given to Quantum and the insurer so they can decide whether to provide the insurance. Personal information is also shared between us, Quantum and the insurer when you make a claim. If you decide not to give us personal information we may not be able to provide the insurance or expedite your claim.

For more information about how you can access the personal information we hold and seek correction of it or make a complaint regarding our Privacy Policy, ask us for a copy or visit our website at [www.clarity2020.com](http://www.clarity2020.com)

## How can you contact us?

We can be contacted at:

Clarity 2020 Pty Ltd ABN: 52 609 152 847 AR No: 001256518 219 Lutwyche Road, Windsor Queensland 4030 Ph: +61 7 3067 3638 Email: <a href="mailto:clientrequest@clarity2020.com">clientrequest@clarity2020.com</a>	Quantum Insurance Holdings Pty Ltd ABN: 71 163 019 485 AFS Licence No: 451134 Suite 2, Eaton House, 10 Cassowary Bend, Eaton, WA 6232 Ph: +61 8 9724 1555 Email: <a href="mailto:reception@qua.net.au">reception@qua.net.au</a>	Berkley Insurance Company trading as Berkley Re Australia ABN: 53 126 559 706 Level 21, 12 Creek Street Brisbane, Queensland 4000 Ph: +61 7 3175 0200
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