



**knose**

Pet Insurance

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**Pet cover by  
pet lovers.**

## **Knose Pet Insurance**

Financial Services Guide



**The financial services referred to in this Financial Services Guide ('FSG') are offered by Knose Financial Services Pty Ltd, ABN 38 620 795 735 ('Knose')**

**Effective date: 27 May 2019**

Listed below are the contact details for Knose:

Email: insurance@knose.com.au  
Website: www.knose.com.au  
Phone 1300 356 642  
Postal Address: Level 4, 11-17 York Street  
Sydney  
NSW 2000

All references to 'we', 'us' or 'our' in this FSG are references to Knose unless specified otherwise.

Knose is an Authorised Representative of Blend Insurance Solutions Pty Ltd (ABN 47 617 346 353) ('Blend').

Blend holds a current Australian Financial Services Licence No.: 500768 and is responsible for the financial services that Knose provides to you. Knose's Authorised Representative No. is 1275755. Blend is also responsible for the content and distribution of this FSG. The distribution of this FSG by Knose is authorised by Blend.

Listed below are the contact details for Blend:

Email: customerservice@blendinsurance.com.au  
Website: www.blendinsurancesolutions.com.au  
Phone +61 2 9158 6629  
Address: Level 4, 99 Bathurst Street  
Sydney  
NSW 2000  
Postal Address PO Box A2016  
Sydney South  
NSW 1235

## 1. The purpose of this FSG

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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; 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; and arrangements that are in place to compensate clients for losses.

Any financial services provided in accordance with this FSG will only relate to the Knose Pet Insurance product which Knose is authorised to issue pursuant to Blend's AFSL.

This FSG is an important document. Please read it carefully and keep it in a safe place for your reference and for any future dealings with us.

## 2. From when does this FSG apply?

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This FSG applies from 27 May 2019 and remains valid unless a further FSG is issued to replace it.

## 3. Who is responsible for the financial services provided?

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Blend holds a current Australian Financial Services Licence No.: 500768 and is responsible for the financial services that Knose provides to you.

## 4. What kinds of financial services are we authorised to provide and what kinds of financial products do those services relate to?

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Knose is authorised pursuant to Blend's AFSL to deal in and provide financial advice in relation to general insurance products for retail and wholesale clients.

To assist in your decision making, we will give you information about the insurance product by providing you with a Product Disclosure Statement ('PDS'). The PDS is an important document. You should carefully read the PDS to decide if the product features

suit your objectives, financial situation and needs before making a decision about the insurance product. Please keep the PDS in a safe place for your reference and for any future dealings with us.

In some cases, we may make a general recommendation or give an opinion about the insurance products ('General Advice'). We do this without consideration of your specific individual objectives, financial situation or needs. This is a General Advice service. We do not provide any advice on whether other products may be more appropriate for your needs or which of the product options may be best for you.

You need to consider the appropriateness of any information or General Advice we give you, having regard to your specific individual objectives, financial situation or needs before acting on it.

## 5. Product Disclosure Statement

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If we offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a PDS, unless you already have an up to date PDS. The PDS will contain information about the particular policy, which will enable you to make an informed decision about purchasing that policy.

## 6. Who do we act for?

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When we provide financial services to you, we will not be acting on your behalf. We are authorised to issue the Knose Pet Insurance product as an authorised representative of Blend who is acting under a binding authority as agent for the insurer of the product. This binding authority allows us to accept your application for insurance as if we were the insurer. This means that we and Blend represent and act for the insurer and not for you.

## 7. Associations

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The Knose Pet Insurance product is underwritten by the Australian branch of Allied World Assurance Company, Ltd (ABN 54 163 304 907) ('Allied World'). Allied World is a subsidiary of Fairfax Financial Holdings Limited ('Fairfax').

Blend is a joint venture between Advent Capital (Holdings) Ltd ('Advent') which is a subsidiary of Fairfax and Steadfast Underwriting Agencies Holdings Pty Ltd ('SUAH') which is a subsidiary of Steadfast Group Ltd (ABN 98 073 659 677) ('SGL').

Blend is a shareholder of Knose.

Blend and Knose have access to shared services from SGL or its subsidiaries, including, but not limited to: compliance tools; manuals and training; and legal. These services are funded by SGL or its subsidiaries, subsidised by SGL or its subsidiaries, or SGL or its subsidiaries receive a fee for them.

## **8. What information do we maintain in your file and how can you access it?**

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We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

If you apply for one of our insurance products, we will collect information from you for the purpose of us deciding whether to arrange insurance for you, and if so, on what terms. If we agree to issue the relevant insurance, we will use the information to manage rights and obligations under the insurance product.

We do not trade, rent or sell your information.

You can request details of the information we hold about you at any time.

For a full privacy collection statement, please refer to the PDS.

If you wish to examine your file or have a copy of this privacy policy sent to you, please ask us. We will arrange for this to occur.

We will retain this FSG and any other FSG given to you as well as any PDS that we give or pass on to you for the period required by law.

## 9. How we are paid for our services

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### Premium

When we issue you with an insurance policy, you will pay a “premium” based on our assessment of the risk profile you have provided. The total amount you pay is the premium, plus any government taxes/duties/levies such as GST and stamp duty and a Policy Fee if applicable.

When you pay your premium to us, we will retain our commission (see below) from the premium you pay and remit the balance to the insurer. We will earn interest on the premium whilst it is in our account and earn a return. We will retain any interest earned on the premium.

You can choose to pay the premium by any of the payment methods set out in your invoice. You are required to pay us within the timeframe set out in the invoice. All collected premium, applicable fees and statutory charges are to be held in a trust account in accordance with statutory provisions.

### Commission

For dealing in and providing financial advice in relation to general insurance products we receive a commission which is calculated as a percentage of the premium less any relevant taxes, charges and levies.

The percentage of commission we receive is up to 30%. The commission is included in the total amount you pay for your policy and not in addition to the policy.

The commission applies to each policy issued or renewed through us. The commission may not be refundable in the event of cancellation unless the policy is cancelled either within the cooling off period or is a full term cancellation.

From the commission we receive we may pay referral fees to people or organisations that refer new customers to us. We may pay up to 10% of the commission we receive to a trust that supports less fortunate pets.

### Agency Fee

We may charge you an Agency Fee of up to \$2.50 inclusive of GST per month. The Agency Fee, as applicable, will be noted on the tax invoice. We can tell you the exact fee at the time

you contact us. The Agency Fee includes meeting our costs of preparation and distribution of documentation.

The Agency Fee applies to each policy issued or renewed through us and may not be refundable in the event of cancellation unless the insurance policy is cancelled either within the cooling-off period or is a full term cancellation.

### **Remuneration of employees**

Our employees assisting you with your insurance needs will be paid a market salary and may earn a cash bonus or other incentives based on achievement of a broad range of goals, including financial targets.

### **Further information**

You may request particulars of our remuneration (including commission) or other benefits, including, to the extent relevant, a statement of the range of amounts or rates within a reasonable time following receipt of this FSG and before we provide any financial service to you.

## **10. What is your duty of disclosure obligation?**

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In accordance with the Insurance Contracts Act 1984 (Cth) you have a duty of disclosure. For the full wording of your duty of disclosure, please refer to the PDS.

11. What arrangements do we have in place to compensate clients for losses?  
Blend and Knose have professional indemnity insurance ('PI insurance') in place. The PI insurance covers Blend and Knose for claims made against Blend and Knose as a result of the conduct of Blend and Knose or conduct by employees (or former employees) in the provision of financial services.

12. What should I do if I have a complaint?  
If you make a complaint regarding our services, we will do everything we can to try to resolve it as quickly and fairly as possible.

### **Stage 1**

You can make a complaint by contacting us on 1300 356 642 or writing to us at:

Postal Address: Knose Complaints Officer  
PO Box A2016  
Sydney South  
NSW 1235

Email: feedback@knose.com.au

We will provide a response in writing within 15 business days unless further time is required (e.g. insufficient information), in which case we will provide a response as soon as possible.

### Stage 2

If we do not resolve your complaint to your satisfaction, the complaint will be handled by Blend's internal dispute resolution panel (which may include representation from us and the insurer).

Blend will respond in writing within fifteen (15) business days of the date you advise that you wish to proceed to Stage 2, provided all the necessary information has been provided and any investigation required has been completed.

### Stage 3

If we or Blend are unable to resolve your complaint within forty-five (45) business days of the date we first received your complaint or if your complaint has not been resolved to your satisfaction, you may be able to refer your complaint to the Australian Financial Complaints Authority ('AFCA'). AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA directly and they will advise you if your complaint falls within the AFCA Rules.

AFCA's contact details are:

Phone: 1800 931 678  
Email: info@afca.org.au  
Address: Australian Financial Complaints Authority  
GPO Box 3, Melbourne  
VIC 3001  
Website: www.afca.org.au

For our full complaints process please go to the following site [www.knose.com.au](http://www.knose.com.au) or contact us to request a copy to be sent to you.

### **13. How can you instruct us?**

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You can contact us to give instructions by post, phone or email on the contact number or details mentioned on page 2 of this FSG.

### **14. More information**

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If you have any further questions about the financial services we provide, please contact us.

Please retain this document for your reference and any future dealings with us.  
This FSG was prepared on 27 May 2019.