



Financial Services Guide & Credit Guide

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InfoChoice Pty Ltd ABN 93 061 105 735
Australian Financial Services Licence No: 349445
Australian Credit Licence No: 349445

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Financial Services and Credit Guide

What is the purpose of this Financial Services and Credit Guide (“FSCG”)?

At InfoChoice Pty Ltd (“we”, “us”, “our” or InfoChoice) we want you to understand the financial services we offer. This Financial Services and Credit Guide has been prepared to assist you in deciding whether to use any of the services we offer.

The Financial Services and Credit Guide is an important document and provides you with the following information:

- Our name and contact details
- Our service and what we are authorised to provide
- How we are paid
- Any potential conflict of interest we may have
- Our internal and external complaints procedures

The Corporations Act 2001 and National Consumer Credit Protection Act 2009 require us to provide you with this Financial Services and Credit Guide when we provide financial or credit services and we encourage you to read this document carefully.

Who is InfoChoice and what do we offer?

InfoChoice is a financial service business dedicated to providing information to enable consumers to be better informed regarding financial products that are available to the public

InfoChoice is authorised, pursuant to its Australian Financial Services Licence No. 349445, to provide general and personal financial product advice. At present InfoChoice only provides general advice, through the provision of:

- a. an internet-based information service for consumers to find, compare and select financial products;
- b. data services to product providers; and
- c. financial calculators and tools

InfoChoice is authorised to provide general advice in relation to the following financial products:

- d. Deposit and payment products
- e. Debentures, stocks and bonds
- f. General insurance
- g. Life insurance products that include risk and investment
- h. Managed investment schemes
- i. Retirement savings account
- j. Securities
- k. Superannuation

Product comparisons based upon factual information are provided, as well as links to relevant product issuers’ websites to allow access to Product Disclosure Statements (PDS).

In making any general product recommendations, InfoChoice does not consider whether they are appropriate for your personal circumstances, financial situation or needs. As a result, you need to consider the appropriateness of the information or general advice given to you, having regard to your personal circumstances, before buying or investing in any product.

InfoChoice also holds an Australian Credit Licence 349445 and is authorised under its credit licence to engage in credit activities other than as a credit provider.

Credit Providers

InfoChoice conducts the majority of its credit related business with the following credit providers:

- Westpac
- NAB
- ANZ
- Citibank
- St George
- Virgin Money

Are there any relationships that exist that may influence us when we provide advice?

InfoChoice, its directors, officers and/or Representatives do not have any ownership of any financial or credit products or platform providers that would influence us when we provide advice. We may receive fees and commissions from product providers for services we provide as detailed below.

How does InfoChoice get paid?

InfoChoice may receive fees and commissions from product providers for the following activities:

- Subscription fees for data provision
- Fixed cost development, licensing and hosting fees for the use of financial calculators, Key Facts Sheets and research.
- Advertising fees from product providers for product advertisements through emails and placed on the InfoChoice website based on Cost per Impression, Cost per Click or Fixed Sponsorship fee.
- Fees for clicks referred to product providers on the following basis:
 - ❖ Cost per Click for click referred from the InfoChoice website to a product provider
 - ❖ Cost per Application for completed applications that resulted from clicks referred from the InfoChoice website to a product provider.
 - ❖ Cost per Lead for enquiries referred to a product provider or where enquiries result from referred clicks from the InfoChoice website to a product provider.
 - ❖ Commission share on referrals to third party advice providers.

You may request particulars of fees by contacting InfoChoice directly. Fees are negotiated with institutions on a case by case basis.

How are InfoChoice Staff remunerated?

Our staff are paid a salary and may receive bonuses, which may be based on several factors including:

- Customer service excellence;
- Performance in relation to sales targets and referrals;
- Compliance; and/or
- Annual Salary.

Will anyone be paid for referring customers to us?

InfoChoice may pay fees to third parties for referrals to the InfoChoice website.

Privacy of your information

InfoChoice's Terms of Use apply to your use of this service. Please review these carefully. If you use the InfoChoice website, you will be deemed to have accepted these terms and conditions.

We collect, use and disclose your information in accordance with our Privacy Policy which is available on our website.

You are entitled to obtain access to the information which we hold about you at any time by contacting the Privacy Manager at InfoChoice.

Professional Indemnity Insurance

InfoChoice representatives and employees are indemnified under Professional Indemnity Insurance. This insurance will also cover claims in relation to the conduct of Representatives and employees who no longer work for InfoChoice (but did at the time of the relevant conduct).

What should I do if I have a Complaint?

We have a complaints process for you to follow in the event you wish to lodge a complaint in relation to the services you received from us.

Step 1: Please call our dispute resolutions manager (03) 8391 6000 and we will discuss the issue and if possible resolve it immediately. If immediate resolution is not possible, we will consider your complaint further and acknowledge your complaint within 10 business days.

If you have any queries in relation to our complaints handling process, please contact our Compliance Officer as follows:

Telephone: (03) 8391 6000
Email: enquiries@infochoice.com.au
In writing: InfoChoice Pty Ltd
Level 13, 10 Queens Road, Melbourne, VIC 3004
Website: www.infochoice.com.au

Step 2: If you are dissatisfied with the decision or the way we handled your complaint or dispute, you can also contact the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme that provides a free service to clients and is an independent and impartial body that will deal with your complaint directly or follow up the matter on your behalf in accordance with its applicable terms of reference.

AFCA can be contacted on:
Telephone: 1800 931 678
Email: info@afca.org.au
In writing: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Online: www.afca.org.au