



**knose**

Pet Insurance

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**Pet cover by  
pet lovers.**

**Knose Financial Services Pty Ltd**

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, AFSL No. 536651 ('Knose')**

**Effective date: 15 May 2024**

Knose is an Australian financial services licensee, authorised to deal in and provide advice in relation to general insurance products. Listed below are the contact details for Knose:

Email: insurance@knose.com.au  
Website: www.knose.com.au  
Phone: 1300 356 642  
Postal Address: 81-83 Campbell St,  
Surry Hills. NSW 2010

## 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 products arranged by Knose.

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 15 May 2024 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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Knose is responsible for the financial services that Knose provides to you. Knose is also responsible for the content and distribution of this FSG.

### **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 to deal in, provide advice and handle claims in relation to general insurance products for retail 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. This is because we are underwriting agents. When we distribute insurance products, we are acting under a binding authority given to Knose by the insurer who underwrites the insurance cover.

This binding authority allows us to accept your application for insurance, to vary and cancel these policies and manage, administer and settle claims as if we were the insurer. This means that we represent and act for the insurer and not for you.

## 7. General Insurance Code of Practice

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The General Insurance Code of Practice was developed by the Insurance Council of Australia to further raise standards of practice and service across the Insurance Industry. The Code Governance Committee ('CGC') is an independent body that monitors and enforces insurers' compliance with the Code. You can obtain more information on the Code of Practice and how it assists you by contacting us. Contact details are provided at the top of this FSG.

For more information on the CGC go to <https://insurancecode.org.au/>

## 8. Associations

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The Knose pet insurance products, Petsy pet insurance products, Pet Circle Insurance, Stella pet insurance products, Extras Jar pet insurance products and insurance.com.au Pet insurance products distributed by Knose are underwritten by Pacific International Insurance Pty Ltd ('Pacific') (ABN: 83 169 311 193), which holds Australian Financial Services Licence (AFSL No. 523921) and is regulated by the Australian Prudential Regulation Authority as an insurance company.

## 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 and earn a return on the premium whilst it is in our account. 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 35%. 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.

### Pet Help Program

We may pay up to 10% of the commission we receive to a trust that supports less fortunate pets and animals.

### **Referrals**

We may pay a referral fee to others who refer you to us where that referral leads to a policy being sold. If we do pay a referral fee it will be paid out of our commission or fees (not in addition to those amounts) and not at any additional cost to you.

### **Pet Policy fee**

We may charge you a Policy fee of up to \$5.00 inclusive of GST per month. The Policy fee, as applicable, will be noted on the tax invoice. We can tell you the exact fee at the time you contact us. The Policy fee includes meeting our costs of preparation and distribution of documentation.

The Policy 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 not to misrepresent?

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You have a duty to take reasonable care not to make a misrepresentation under the Insurance Contracts Act 1984 (Cth) ('ICA'). The relevant section of the ICA, for consumer insurance products, is section 20B. This duty is also set out in the PDS, policy wording or insurance documentation associated with the contract of insurance.

## 11. Conflicts of interest

We take any potential or actual conflicts of interest very seriously and have a conflict of interests policy. Conflicts of interest are when some or all your interests are or may be inconsistent with or diverge from some or all of our interests. We manage conflicts of interests through adequate controls, disclosure, and avoidance. We also provide training to our employees to identify conflicts of interest and encourage the early reporting of potential conflicts of interest. To access our conflict of interests policy, please go to <http://www.knose.com.au>.

## 12. What arrangements do we have in place to compensate clients for losses?

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Knose has professional indemnity insurance ('PI insurance') in place. The PI insurance covers Knose for claims made against us as a result of our conduct or conduct by employees (or former employees) in the provision of financial services.



### 13. What should I do if I have a complaint?

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Knose is committed to meeting and exceeding our clients' reasonable expectations whenever possible and would like to know if your reasonable expectations haven't been met.

You are entitled to make a complaint about any aspect of your relationship with Knose including the conduct of our agents and authorised representatives. Knose will attempt, in good faith, to resolve any complaint/dispute in a fair, transparent and timely manner.

We aim to comply with the General Insurance Code of Practice (GICOP) and any relevant Australian Securities and Investments Commission ('ASIC') guidelines.

The complaints process is also set out in the relevant Product Disclosure Statement.

Any complaint relating to this insurance should be referred to Knose in the first instance:

E: [feedback@knose.com.au](mailto:feedback@knose.com.au)

T: 1300 356 642

W: <https://www.knose.com.au/contact-us/>

We aim to acknowledge receipt of your complaint within 1 business day and keep you informed of progress no less than every 10 business days unless resolved earlier. Provided we have all the necessary information and have completed any necessary investigations we will respond to your complaint within 30 calendar days.

If we do not make a decision within the period that we tell you we will respond, we will tell you about your right to lodge a complaint with an external dispute resolution scheme. If you are not happy with our response, you can refer your complaint to the Australian Financial Complaints Authority ('AFCA') subject to its rules. AFCA provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its rules.

AFCA's contact details are:

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

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

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

If you require further information, you can access our Complaints and Dispute Resolution Process available on Knose's website at [www.knose.com.au](http://www.knose.com.au).

### **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 5 April 2024.