



This Financial Services Guide (FSG) is issued by MILE Insurance (MILE) which is a trading style of Topsail Insurance Pty Ltd (Topsail) (ABN: 69 169 907 760) and is effective 1<sup>st</sup> October, 2022 and will remain valid until a further FSG is issued to replace it. The purpose of this FSG is to provide you with information about us and to help you decide whether to use our services.

If we arrange an insurance policy for you, you will receive a separate Product Disclosure Statement ('PDS') before or at the time you apply for our insurance products. A PDS contains information about the risks, benefits, and significant characteristics of these insurance products and is intended to assist you to decide if you wish to take out insurance cover.

Please keep this FSG, your PDS and Policy document in a safe place for future reference. If these documents are amended, reasonable notice will be given to you. The most recent versions of these documents are available online at [www.mileinsurance.com.au](http://www.mileinsurance.com.au).

**1. Who are we and what the services do we provide?**

MILE Insurance is a trading style of Topsail Insurance Pty Ltd (AFS Licence No. 467369) which is a general insurance broker specialising in marine insurance products. We hold an Australian Financial Service Licence and are authorised to arrange, issue and provide general advice on general insurance products.

**2. Personal Advice**

When we give you personal advice we will act as your insurance broker and address your personal, needs, goals and objectives in insuring your legal expenses requirements.

We will collect information to determine your needs goals and objectives and we provide you with marine legal expenses products from a single undertaking.

We are under an obligation to act in your best interests in relation to the personal product advice provided to you (ie the 'best interests duty'). Generally, we must ensure, within the subject matter of the advice provided to you that:

- the scope of the advice includes all the issues for the advice to meet your objectives and needs
- if the scope of the advice changes, the change is consistent with your objectives and needs
- we consider whether or not to provide advice that recommends a specific product.
- before acting on any advice or recommendation you receive from us, you should consider the appropriateness of the advice or recommendation before making any decision.

It is important that you read and understand any documents provided to you and ensure that they meet your objectives and needs.

**3. Who are our insurers?**

MILE provide legal Expenses Insurance through a single undertaking ARAG Services Australia Pty Ltd. who have been granted delegated authority and HDI Global Specialty SE – Australia (ABN 58 129 395 544, AFS Licence number 458776) (HDI Global Specialty) with its registered address at Tower 1, Level 33, 100 Barangaroo Avenue, Sydney NSW 2000.

HDI Global Specialty is authorised to carry out insurance business in Australia by the Australian Prudential Regulation Authority in accordance with the *Insurance Act 1973* (Cth).

**4.Receiving instructions from You**

You may apply for, vary or cancel your insurance contract by writing to us using the contact methods set out in Item 11 below.

**5. Fees and Charges**

Before you take out insurance with MILE You need to consider the premium, fees and charges set out in the Policy Schedule such as an administration fee, stamp duty and GST. Please refer to your Policy Schedule for full details. In addition to premiums charged by the Insurer we may, at our discretion, make the following charges to cover administrative costs for these specified activities:

	Legal Expenses Cover	
Policy Administration Fee:	See your invoice, quote or certificate *	
Mid-term adjustment Fee:	\$25	
Cancellation Fee:	No return of fee	
Credit/Debit Card charge **	1.8%	1.8%
International card transactions**	3.0%	3.0%
<b>Important Please note:</b>		
* Administration or service fees are non-refundable (including if cancelled during cooling off period).		
**Credit/ Debit card fees are non-refundable.		

**6. Taxes and Duty**

Your documentation will detail the tax or duty that you are required to pay.

**7. Remuneration and Benefits We Receive**

MILE is paid a commission from the insurer for arranging an insurance policy including renewals.

The amount of commission we receive will vary up to 20% of the base premium (excluding taxes; charges fees or levies applicable to the policy). This commission is paid out of the premium the insurer charges you, and does not increase the amount you pay. We may also charge you an administration fee in addition to the premium you pay the insurer.

Our employees are paid a market salary.

If you are referred to us, we may pay a share of the commission we receive to the person or company who refers you to us. Referrers are not permitted to provide financial services advice whatsoever. If you require general advice, please contact MILE to speak with a qualified adviser.

In the event of the refund for the cancellation or adjustment of a policy, we reserve the right to retain our remuneration.

## 8. Do we have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

MILE has no relationships with insurers and act as agent to the insured.

## 9. Your Privacy

We are committed to protecting your privacy. We use the information you provide to us to assist you with your insurance needs. We provide your information to the insurers we deal with and their representatives. We do not trade, rent or sell your information. You can check the information we hold about you at any time. For more information about our Privacy Policy contact us on +61 8 6102 8861 or visit our website [www.mileinsurance.com.au](http://www.mileinsurance.com.au).

## 10. What to Do if You Have a Complaint

It is our intention to provide a high level of service at all times. However if you have reason to make a complaint about our service you should take the following steps:

Contact the Complaints Officer on +61 8 6102 8861 or put your complaint in writing and send it to us at

Topsail Insurance Pty Ltd  
Shop 1, 4 Aerodrome Road. Maroochydore QLD 4558

If you are not satisfied with the answers provided you can direct your concerns to your insurers who also have a disputes resolution process. The details of the insurer can be found in the policy wording or on the Disclosure Document provided which will include details of how to contact them.

Topsail is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to AFCA. You are entitled to refer it to:

Australian Financial Complaints Authority.  
GPO Box 3, Melbourne VIC 3001  
Telephone 1800 367 287  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)

AFCA is an independent body that operates nationally in Australia and aims to resolve disputes between **You** and **Your** insurer. AFCA provide fair and independent financial services complaint resolution that is free to consumers. **Your** dispute must be referred to AFCA within 2 years of the date of **Our** final decision. Determinations made by AFCA are binding.

## 11. How to contact Us

Topsail insurance Pty Ltd. t/a MILE Insurance  
Shop 1, 4 Aerodrome Road. Maroochydore QLD 4558

ABN: 69 169 907 760  
AFS License No: 467369  
FOS Membership Number: 35517  
Telephone: 1300 72 73 24 or +61 8 6102 8861  
Email: [enquiries@topsailinsurance.com.au](mailto:enquiries@topsailinsurance.com.au)

## 12. Interpreter

If you require an interpreter to assist with any services we provide, we are registered with the Translating and Interpreting Service (TIS National) who can assist.