

FINANCIAL SERVICES GUIDE

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Introduction

This Financial Services Guide (FSG) has been designed to help you make an informed decision about the financial services that Ride Protect Pty Limited (Ride Protect) provide as a corporate authorised representative, CAR 1288778 of Mercurien Insurance Pty Ltd (Mercurien) AFSL 480284.

This FSG has been authorised by Mercurien and applies from 01/01/2023.

The guide also contains information about how Ride Protect is remunerated for providing these financial services, information about professional indemnity insurance arrangements and what the process is if you have a complaint about the financial services provided by Ride Protect.

If Ride Protect arrange for the issue of an insurance policy to you, Ride Protect will give you a Product Disclosure Statement (PDS). The PDS is designed to provide important information on the significant features and benefits of the insurance and is designed to assist you in making an informed decision about whether to buy the insurance. The PDS is separate to this document and is available from the Ride Protect website (www.rideprotect.com.au).

Ride Protect's Financial Services

As a CAR of Mercurien, Ride Protect is authorised to provide general financial products advise and deal in general insurance products.

Ride Protect will usually access insurance products via Mercurien who holds a delegated authority, which means that it can enter into, vary and/or cancel the insurance products without referring to the insurer, provided it acts within its binding authority. When providing these services, Mercurien acts on behalf of the insurer and does not act on your behalf.

Ride Protect only provides general advice. Any general advice given by Ride Protect does not take into account your individual objectives, financial circumstances or needs. Before you make any decision about the insurance, read the PDS carefully to ensure that it is suitable for you. You should consult your insurance adviser or broker if you require professional advice on your situation.

Lack of Independence

Mercurien receives commissions from the underwriters that we place your insurance with. They pay us a percentage of such commissions and retain the balance to operate their business

Ride Protect's Remuneration

Mercurien is paid a commission by the insurer when you purchase insurance. The commission is calculated as a percentage of the premium that you pay for the insurance issued to you.

Mercurien earns up to 21% of the premium for this insurance. The commission forms part of the premium charged by the insurer and is used to pay brokerage and operate the business.

Ride Protect earns up to 10% of Mercurien's income that is generated by our clients.

At the end of the final year, Mercurien may receive a profit share commission from the insurer, depending upon the performance and profitability of the portfolio.

Ride Protect's Remuneration...

Mercurien also charges fees. These fees are a fixed amount charged in addition to the premium and for this insurance, fees will be up to a maximum of \$75 per vehicle, per year. The fees charged to you will be shown in the insurance quote and/or tax invoice.

Mercurien may earn interest on client monies invested prior to payment to the insurer.

If you pay by credit card we may charge a credit card fee, which is shown separately on your tax invoice and is non-refundable. This fee covers the cost of bank charges etc. associated with such facilities.

Premium funding products enable you to pay your tax invoice by instalments. Premium funders do charge interest. We can arrange premium funding if you require it. We will normally receive a commission up to a maximum of 1% of the amount funded from the premium funder for arranging the funding. We will tell you the basis and amount of any such payment if you ask us.

Professional Indemnity Insurance

Mercurien holds professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act, which also covers Ride Protect. The insurance covers claims involving errors or mistakes relating to our services as a CAR of Mercurien, provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

Complaints

If you wish to complain about Ride Protect services, contact Mercurien using complaints@mercurien.com or the Mercurien business address below. They will acknowledge receipt of your complaint and attempt to resolve it within 30 business days.

C/Vital Addition
Level 3, 360 Kent Street
Sydney NSW 2000

Mercurien is a member of the Australian Financial Complaints Authority, an external dispute resolution scheme. If you are unsatisfied with the manner in which they handle your complaint, you are entitled to take your complaint to them. Their contact details are on their website at www.afca.org.au.

Privacy

Ride Protect and Mercurien are committed to ensuring the privacy and security of your personal information.

Mercurien's privacy statement is set out in the PDS and is available from Mercurien by email at support@mercurien.com or from the Mercurien website (www.mercurien.com).

How to Contact Ride Protect

E: management@rideprotect.com.au