

# FINANCIAL SERVICES GUIDE

**Telco Services Australia Pty Ltd (TSA) is a Corporate Authorised Representative of The Hospitals Contribution Fund of Australia Limited (HCF), which is licensed to provide general advice about and arrange the issue of life insurance products. The life insurance products are issued by HCF Life Insurance Company Pty Limited (HCF Life).**

**This Financial Services Guide is about the services provided by TSA in relation to HCF Life products and is designed to assist you in deciding whether to use any of these services.**

**It contains information about remuneration paid to TSA and its staff and other relevant persons for the services offered and how complaints against TSA in relation to these services are dealt with.**

If TSA offers or arranges to issue you an HCF Life product, we will provide you with a Product Disclosure Statement relating to that product where required. This sets out the significant features of the product and will assist you to compare and make informed decisions about the product.

TSA is a Corporate Authorised Representative of HCF. HCF Life is a wholly owned subsidiary of HCF and acts on its own behalf. When we issue you with a policy, we do so as a Corporate Authorised Representative of HCF who authorises us to enter into that contract of insurance on behalf of HCF Life under binding authority.

The premiums for the life insurance products are paid to HCF Life. HCF receives commission from HCF Life for their sale of 40% of the first year's premium plus an additional commission of 80% of HCF Life's underwriting profit each year calculated as premiums less claims and expenses. TSA receive a fixed hourly rate for provision of staff. TSA's staff receive an incentive depending on the annual premium of these products which we sell. This will not exceed 20% of the first year's premium. HCF is a not-for-profit organisation and all of the income it receives is applied for the benefit of its members.

TSA provides general advice about the suitability of these products for the needs of HCF members. This means we do not take account of individual objectives, financial situation or needs.

You should, before acting on that advice, consider the appropriateness of the advice, having regard to your objectives, financial situation or needs. Please read the Product Disclosure Statement before deciding to purchase any of these products.

HCF holds professional indemnity insurance that complies with the compensation requirements of Section 912B of the Corporations Act.

This includes cover for claims in relation to the conduct of representatives and employees who no longer work for HCF but who did at the time of the relevant conduct.

Should you have a complaint about any of the services we offer in this Financial Services Guide please contact us on 08 9217 7000. If we have not resolved your complaint within 45 days or you are not satisfied with our response, you can contact The Financial Ombudsman Service Australia (FOS Australia). FOS Australia is an independent body available free of charge to consumers and can be contacted at:

**The Financial Ombudsman Service  
GPO Box 3, Melbourne VIC 3001  
Call 1800 367 287  
(1800 FOS AUS)**

HCF has authorised the distribution of this financial services guide by TSA.

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