



# Financial Services Guide

Virgin Money (Australia) Pty Limited (“VMA”)  
ABN 75 103 478 897  
Authorised Representative Number 280884

&

TAL Direct Pty Limited (“TAL”)  
ABN 39 084 666 017  
Australian Financial Services Licence 243260

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## PURPOSE OF THE FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is provided by VMA and TAL (“We”, “Us”). Its purpose is to provide information about the services provided by us, so you can decide whether to use the services we offer. It explains the authorised services offered, who provides those services, how TAL and VMA and their representatives are remunerated, and your rights as a client, including how to access the complaints process.

TAL is part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (“TDA”) and is related to one of the insurers TAL Life Limited ABN 70 050 109 450 AFSL 237848 (“TAL Life Limited”). TAL’s registered address is Level 16, 363 George Street, Sydney NSW 2000.

## PRODUCT DISCLOSURE STATEMENT

When purchasing an insurance product, you will be provided with a Product Disclosure Statement (PDS). The PDS contains information about the product to help you make an informed decision about whether or not to purchase the product. You should read the PDS prior to making any decision to acquire or continue to hold the product. You can read the PDS prior to receiving a call from a TAL representative or if you like, you can ask the representative to read it to you.

## THE FINANCIAL SERVICES BEING PROVIDED

VMA is an Authorised Representative (Authorised Representative Number 280884) and owner of Virgin Money Financial Services Pty Ltd ABN 51 113 285 395 (“VMFS”). VMFS’s registered address is Level 9, 126 Phillip Street, Sydney NSW 2000. VMFS holds an Australian Financial Services Licence (AFSL 286869) and has authorised VMA to deal in life and general insurance products and provide the general financial product advice which appears in the advertising and marketing material for the Virgin Life Insurance and Virgin Income Protection products. VMA acts as the promoter for these products. VMFS has authorised VMA to distribute this Financial Services Guide jointly with TAL.

TAL is authorised to provide the following services:

- Provide financial product advice on life risk, and superannuation products to retail clients
- Provide general advice only on general insurance products to retail clients

- Deal in life risk, superannuation products and general insurance products to retail clients;
- Arranging superannuation products to retail clients.

Representatives have been appointed by TAL to provide a financial service over the telephone. These people have received specialist training to discuss the products we offer. You can provide instructions to TAL's representatives by calling us using the contact details in this FSG.

When TAL's representatives provide financial product advice, arrange for the insurer to issue policies or renew policies, they are acting for TAL.

## INSURER INFORMATION

The insurer of the:

- Life Insurance and Income Protection\* benefits is TAL Life Limited ABN 70 050 109 450 AFSL 237848.
- Income Protection Involuntary Unemployment Cover is Hallmark General Insurance Company Ltd ABN 82 008 477 647 AFSL 243478 (Hallmark General Insurance).

(\*excluding Income Protection Involuntary Unemployment Cover)

TAL acts under an arrangement with the insurers called a "binder", which authorises TAL to issue and administer products on behalf of TAL Life Limited and, for the Involuntary Unemployment Cover, Hallmark General Insurance Company Ltd. In these circumstances, TAL Direct is also acting for the insurer. The insurers' registered addresses are:

TAL Life Limited – Level 16, 363 George Street,  
Sydney NSW 2000

Hallmark General Insurance Company Ltd - Level 5,  
66 St Georges Terrace, Perth WA 6000

The insurance products are not savings plans and have no cash value. If you cancel after the cooling off period you will not receive anything back.

## GENERAL ADVICE WARNING

It is important that you understand and are happy with your purchase decision. Any advice you receive is general advice only and has been prepared without taking into account your objectives, financial situation or needs. Before acting on the

advice, you should consider whether it is appropriate for you, having regard to those factors. TAL is responsible for any financial service provided by a representative over the telephone.

## REMUNERATION AND COMMISSION

When you buy a Virgin Life Insurance and/or Virgin Income Protection policy, the premium is paid to the insurer/s. When a TAL Representative is involved, he or she may receive a commission from TDA.

If we give you general advice you are entitled to request details of this remuneration and may do so by contacting us on the number specified in this FSG.

If you have been introduced to TAL by another person or entity with whom VMA or TAL has an arrangement to provide a financial service, VMA or TDA may pay them a referral fee or commission. In addition to paying referral fees, TDA may from time to time give other non cash benefits to referral partners.

VMA is remunerated by commission from TDA for policies sold under the Virgin Money brand. VMA will not receive any upfront commission from TDA if you decide to buy a life risk insurance product. VMA will receive an annual ongoing commission of between 5.5% and 16.6 % (inclusive of GST) of the annual premium paid while the policy is in force. For example, for an insurance product with an annual premium of \$2,000, and where TDA pays us 10% of the annual premium as ongoing commission for as long as you hold the product, we will receive \$200 per year.

For Involuntary Unemployment Cover, Hallmark General Insurance may pay TDA a commission of up to 36% of the Involuntary Unemployment component of each premium paid. Other than as set out above, these commission rates don't vary for any reason.

Please note that all commissions and referral costs are included in the insurance premium and are not an additional cost to you.

## IF YOU HAVE A QUESTION OR COMPLAINT

VMA and TAL are committed to attempting to satisfactorily answer any questions and resolve any problems or complaints you may have regarding the products and services provided. If you have any questions or complaints about VMA's or TAL's products offered or representatives, or about your specific

policy, please contact the Internal Dispute Resolution Team at the address shown under “How to contact us” at the end of this Guide.

We will attempt to resolve your complaint within 30 days of the date it is received. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

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

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

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints to AFCA. You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

## YOUR PRIVACY

VMA, TAL and, if you have Involuntary Unemployment Cover, Hallmark General Insurance are committed to achieving the highest standards in the protection of your privacy and in the handling of your personal and sensitive information.

We collect your personal information primarily to enable us to provide insurance and related services to you. Further information may be requested from you at a later time, such as if you want to make alterations to your insurance policy or when you make a claim. If you do not supply the requested personal and sensitive information, the services and products may not be able to be provided to you and any claim you make may not be able to be assessed or paid until the information is received. The way in which your information is collected, used and disclosed, how you can access and correct that information, and what to do if you would like to make a complaint about a privacy issue, is set out in our privacy policies available on request by calling 1300 849 965, or at:

VMA [www.virginmoney.com.au](http://www.virginmoney.com.au)

TAL [www.tal.com.au](http://www.tal.com.au)

Hallmark General Insurance [www.hallmarkinsurance.com.au](http://www.hallmarkinsurance.com.au)

In arranging and administering your insurance, your personal information may be disclosed to the insurer(s) and their related bodies corporate and, where necessary, third parties such as: your employer, general practitioners or health professionals, to verify the information you may provide; related bodies corporate and partner organisations of TAL, TAL Life Limited and VMA (including companies based overseas); reinsurers; trustees; organisations to whom mailing, administration, legal, tax, accounting, audit, and information technology is outsourced; the Insurance Reference Service; investigators; government departments (if required or authorised to do so); or to any person acting on your behalf such as an attorney, lawyer, financial adviser, accountant or legal personal representative.

If you have any questions relating to your privacy, please contact us using the contact information in this FSG. Information regarding the privacy rights of individuals is also available at the website of the Office of the Australian Privacy Commissioner, [oaic.gov.au](http://oaic.gov.au).

## OPT-OUT

Personal information is shared between the organisations which provide these insurance products. From time to time we may use your personal information to offer, invite you to apply or promote and market our products and services to you. We may do this by phone (where we have your valid consent), mail, email, SMS or other electronic messages. Your consent shall remain in effect in accordance with relevant law or until you tell us otherwise. If you wish to update your marketing preferences (including if you would prefer to receive telemarketing calls at certain times or days) or opt out (including if you do not want to receive telemarketing calls, or do not want to receive any further information on other products or services we offer), please contact us using the details in this FSG.

## IMPORTANT INFORMATION

VMA and its employees, related bodies corporate, agents and other representatives do not guarantee, accept liability for, nor are they otherwise responsible for the Virgin Life Insurance and Virgin Income Protection products; nor do they guarantee or accept any liability or responsibility for the performance or acts or omissions of the TDA group of companies.

## PROFESSIONAL INDEMNITY (PI) INSURANCE

VMA and VMFS hold professional indemnity (PI) insurance.

The PI cover is maintained in accordance with the law; is subject to its terms and conditions; and provides indemnity up to the sum insured for the activities of the employees and Authorised Representatives of VMA in respect of the financial services authorised under the Australian Financial Services Licence of VMFS.

TDA has obtained PI insurance to cover the activities of all licensees within TDA, including TAL. This PI cover is maintained in accordance with the law; is subject to its terms and conditions; and provides indemnity up to the sum insured for the activities of the employees and authorised representatives of TDA, including TAL, in respect of the financial services authorised under TAL's Australian Financial Services Licence.

## HOW TO CONTACT US

Virgin Life Insurance  
GPO Box 5380,  
Sydney NSW 2001

Phone:

**1300 849 965**

Email:

**[expert@virginlifeinsurance.com.au](mailto:expert@virginlifeinsurance.com.au)**