

Who we are  
and what  
we do



Catholic Church  
Insurances

*Serving You ~ Serving Church*

# Financial Services Guide

## Catholic Church Insurances Limited

ABN 76 000 005 210

485 La Trobe Street  
Melbourne VIC 3000

☎ 1300 655 003

[www.ccinsurances.com.au](http://www.ccinsurances.com.au)

### If you have any complaints

If you have a complaint about the service we provide to you, you should contact us on 1300 655 003 or write to us at PO Box 180 Melbourne Vic 3001

We will try and resolve your complaint quickly and fairly.

If you are not satisfied with our response, you may refer your complaint to our Internal Disputes Resolution Committee and if you are still not satisfied you can refer your complaint to the Financial Ombudsman Service Limited:

Financial Ombudsman Service  
GPO Box 3,  
Melbourne VIC 3001 (Australia)  
1300 78 08 08  
(03) 9613 7366  
[info@fos.org.au](mailto:info@fos.org.au)

## Not your average insurance company

Our name tells you that Catholic Church Insurances is not your average insurance company. We are Church owned, and therefore, our relationship with clients and the Catholic community is unique.

Established in 1911, we have been providing commercial insurance to the Catholic Church for nearly 100 years. Our mission is to provide ongoing security to the Catholic community by identifying and servicing its insurance and related needs. Honesty, fairness and a commitment to serve Church are our guiding principles. When an operating surplus is achieved, a significant proportion is returned to the Church by way of dividends, Catholic entity distributions and grants benefiting parishes all around Australia.

## How to contact us

You can contact Catholic Church Insurances Limited on 1300 655 003 (No STD toll applies) or in writing to  
PO Box 180  
Melbourne VIC 3001

## Financial Services Guide

This Financial Services Guide (FSG) is designed to provide you with information about the financial services which Catholic Church Insurances Limited is able to provide to you in relation to the general insurance products underwritten by Allianz Australia Limited (Allianz).

The FSG contains information about:

- + Who Catholic Church Insurances are
- + How we can be contacted
- + What services we provide, who do we act for and who is responsible for the service we provide
- + Any remuneration that may be paid to Catholic Church Insurances
- + Details of any potential conflicts of interest, and
- + Details of our dispute resolution procedures and how you can access them

Before you decide to acquire any insurance product it is important that you read and understand the relevant Product Disclosure Statement (PDS). The PDS contains information about the product and the cover offered.

This FSG was prepared on 20 January 2010

## Our History

Catholic Church Insurances Limited was established in 1911 as a provider of fire insurance for Catholic churches. The community spirit under which this company was established remains an integral part of the company's culture and is reflected in our values.

We understand that you take out insurance to protect yourself, your family and your possessions and that you will be looking for a fair price and a company that you can trust.

## Our Values

- + Honesty
- + Fairness
- + Commitment to Serve

## What services are we authorised to provide, who do we act for and who is responsible for the service we provide

Catholic Church Insurances Limited is the holder of an Australian Financial Services Licence (AFSL No: 235415) which authorises it to issue, deal and advise in general insurance products. Catholic Church Insurances Limited is also authorised to provide general advice about superannuation products.

Any financial service provided by Catholic Church Insurances Limited is provided under its own Australian Financial Services Licence (AFSL) and not as the agent of another AFSL holder. Catholic Church Insurances Limited is therefore responsible for any financial service it provides to you.

## What financial services will Catholic Church Insurances Limited provide?

Catholic Church Insurances Limited has entered into an agreement to promote the following general insurance products underwritten by Allianz:

- + Home and contents
- + Motor
- + Caravan and trailer
- + Landlords
- + Personal accident
- + Travel insurance

In arranging these products we may also provide you with general financial product advice, but we will not provide you with personal financial product advice or provide you with a statement of advice.

## How we are remunerated

We will not charge you anything for arranging insurance with Allianz or any general advice which we may provide when arranging this insurance.

Catholic Church Insurances Limited receives a commission for each policy it arranges with Allianz. This commission ranges from 5-14% of the premium for general insurance products and 15-30% for travel insurance products.

## Do any relationships or associations exist which might influence you in providing me with the financial services?

The services covered by this FSG are only provided for products underwritten by Allianz. We cannot assist you with similar products underwritten by any other insurer.