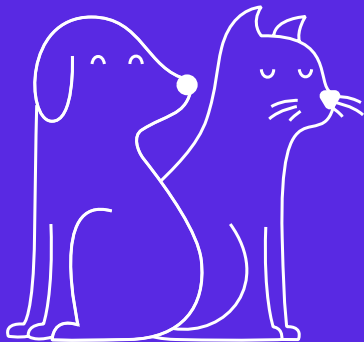


Financial Services Guide



petsy
the pet people

Who provides the services described in the Financial Services Guide ("FSG")

The financial services referred to in this Financial Services Guide ('FSG') are offered by Knose Financial Services Pty Ltd (ABN 38 620 795 235, AFSL 536651), ('Knose'). Petsy distributes Petsy Pet Insurance as an Authorised Representative of Knose.

All references to 'we', 'us' or 'our' in this FSG are references to Petsy unless specified.

Listed below are the contact details for Petsy:

Email: hello@petsy.com.au
Website: www.petsy.com.au
Phone: 1300 952 790
Postal Address: Level 2, 204
Clarence Street Sydney NSW 2000

Knose holds a current Australian Financial Services Licence No: 536651 and is:

- 1) responsible for the financial services that Petsy provides to you;
- 2) responsible for the content and distribution of this FSG; and
- 3) authorises the distribution of this FSG by Petsy.

Listed below are the contact details for Knose:

Email: info@knose.com.au
Website: www.knose.com.au
Phone: 1300 356 642
Address: Level 4, 99 Bathurst Street
Sydney NSW 2000
Postal Address: Level 4, 99 Bathurst Street
Sydney South NSW 2000



1. The purpose and content of this FSG

This FSG sets out the services that we can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about the services; how we and others are paid; any potential conflict of interest we may have; our internal and external dispute resolution procedures and how you can access them; and arrangements that are in place to compensate clients for losses.

Any financial services provided in accordance with this FSG will only relate to the Petsy Pet Insurance product which Petsy is authorised to issue pursuant to Knose's AFSL.

This FSG is an important document. Please read it carefully and keep it in a safe place for your reference and for any future dealings with us.

2. From when does this FSG apply?

This FSG applies from 28 May 2022 and remains valid unless a further FSG is issued to replace it.

3. Who is responsible for the financial services provided?

Knose holds a current Australian Financial Services Licence No: 536651 and is responsible for the financial services that Petsy provides to you.

4. What kinds of financial services are we authorised to provide and what kinds of financial products do those services relate to?

Petsy is an Authorised Representative of Knose and is authorised to provide financial services in relation to Petsy Pet Insurance ('the Product').

Knose is responsible for the financial services that Petsy provides to you, and Knose is also responsible for the content and distribution of this FSG.

Petsy and Knose are not authorised to give you personal advice in relation to the Product. Any advice given to you will be of a general nature only and will not take account of your personal objectives, financial situation or needs. You need to determine whether the Product meets your needs.

Petsy

Petsy is authorised to arrange the issue of pet insurance when you purchase the Product online and is also authorised to provide general advice in marketing materials about the Product (Authorised Representative No.1277359).

When you make an enquiry about the Product over the phone or email, Petsy is not authorised to provide you with financial product advice or to issue a policy to you. Only Knose may do this.

Knose

Knose is an Australian financial services licensee authorised to deal in and provide advice in relation to general insurance products.

Knose acts under a binding authority from the insurer of the Product. This means that Knose can arrange, vary or cancel policies and handle or settle claims on behalf of the insurer. Knose acts for the insurer when providing these services. You can find full details of the insurer in the Product Disclosure Statement for the Product.

5. Product Disclosure Statement

If we offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a PDS, unless you already have an up-to-date PDS. The PDS will contain information about the particular policy, which will enable you to make an informed decision about purchasing that insurance policy.

6. Who do we act for?

When we provide financial services to you, we are not acting on your behalf. Petsy are acting under a binding authority as agent for the insurer of the product which enables us to accept your application for insurance as if we are the insurer. Both Petsy and Knose represent and act for the insurer and not for you.

7. General Insurance Code of Practice

The General Insurance Code of Practice was developed by the Insurance Council of Australia to further raise standards of practice and service across the Insurance Industry. The Code Governance Committee ('CGC') is an independent body that monitors and enforces insurers' compliance with the Code. You can obtain more information on the Code of Practice and how it assists you by contacting us. Contact details are provided at the top of this FSG.

For more information on the CGC go to <https://insurancecode.org.au/>

8. Associations

The Petsy Pet Insurance product is underwritten by the Australian branch of Allied World Assurance Company, Ltd (ABN 54 163 304 907) ('Allied World'). Allied World is a subsidiary of Fairfax Financial Holdings Limited ('Fairfax') which is listed on the Toronto Stock Exchange (TSX).

The Petsy Pet Insurance product is administered by Knose Financial Services Pty Ltd, ABN 38 620 795 735 ('Knose')

Blend Insurance Solutions Pty Ltd ABN 47 617 346 353, AFSL 500768 ('Blend') is a shareholder of Knose. Blend is a joint venture between Wentworth Insurance Company Limited which is a subsidiary of Fairfax and Steadfast Underwriting Agencies Holdings Pty Ltd ('SUAH') which is a subsidiary of Steadfast Group Ltd (ABN 98 073 659 677) ('SGL') which is listed on the ASX.

Knose have access to shared services from SGL or its subsidiaries, including, but not limited to: compliance tools; manuals and training; and legal. These services are funded by SGL or its subsidiaries, subsidised by SGL or its subsidiaries, or SGL or its subsidiaries receive a fee for them.

9. What information do we maintain in your file and how can you access it?

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

If you apply for one of our insurance products, we will collect information from you for the purpose of us deciding whether to arrange insurance for you, and if so, on what terms. If we agree to issue the relevant insurance, we will use the information to manage rights and obligations under the insurance product.

We do not trade, rent or sell your information.

You can request details of the information we hold about you at any time.

For a full privacy collection statement, please refer to the PDS.

If you wish to examine your file or have a copy of this privacy policy sent to you, please ask us. We will arrange for this to occur.

We will retain this FSG and any other FSG given to you as well as any PDS that we give or pass on to you for the period required by law.

10. How we are paid for our services

a) Premium

When we issue you with an insurance policy, you will pay a premium based on our assessment of the risk profile you have provided. The total amount you pay is the premium, plus any government taxes/duties/levies such as GST and stamp duty and a Policy fee if applicable.

When you pay your premium, it is collected by Knose. Knose will retain their commission (see below) and remit our commission (see below) to us from the premium you pay and remit the balance to the insurer. Knose will earn interest and earn a return on the premium whilst it is in their account. Knose will retain any interest earned on the premium.

You can choose to pay the premium by any of the payment methods set out in your invoice. You are required to pay us within the timeframe set out in the invoice. All collected premium, applicable fees and statutory charges are to be held in a trust account in accordance with statutory provisions.

b) Commission

For dealing in, providing financial advice and administration in relation to general insurance products Petsy and Knose receive a commission, which is calculated as a percentage of the premium less any relevant taxes, charges and levies.

Petsy & Knose together receive up-to 35% commission.

The commission is included in the total amount you pay for your policy and not in addition to the policy.

The commission applies to each policy issued or renewed through us. The commission may not be refundable in the event of cancellation unless the policy is cancelled either within the cooling off period or is a full-term cancellation.

c) Referrals

We may pay a benefit or a commission to people or organisations who refer you to us ('referrer'). If we do, and in accordance with the terms of the referral agreement in place between us and the referrer, we will pay commission inclusive of GST of up to 10% or a payment up to \$55 out of our commission to the referrer.

d) Policy fee

Knose may charge you a Policy fee of up to \$2.50 inclusive of GST per month. The Policy fee, as applicable, will be noted on the tax invoice. We can tell you the exact fee at the time you contact us. The Policy fee includes meeting the costs of preparation and distribution of documentation.

The Policy fee applies to each policy issued or renewed through us and may not be refundable in the event of cancellation unless the insurance policy is cancelled either within the cooling-off period or is a full-term cancellation.

e) Remuneration of employees

Our employees assisting you with your insurance needs will be paid a market salary and may earn a cash bonus or other incentives based on achievement of a broad range of goals, including financial targets.

f) Further information

You may request particulars of our remuneration (including commission) or other benefits, including, to the extent relevant, a statement of the range of amounts or rates within a reasonable time following receipt of this FSG and before we provide any financial service to you.

11. What is your duty not to misrepresent?

You have a duty to take reasonable care not to make a misrepresentation under the *Insurance Contracts Act 1984* (Cth) ('ICA'). The relevant section of the ICA, for consumer insurance products, is section 20B. This duty is also set out in the PDS, policy wording and insurance documentation associated with the contract of insurance.

12. Conflicts of Interest

We take any potential or actual conflicts of interest very seriously and have a conflict of interests policy. Conflicts of interest are when some or all your interests are or may be inconsistent with or diverge from some or all of our interests. We manage conflicts of interests through adequate controls, disclosure, and avoidance. We also provide training to our employees to identify conflicts of interest and encourage the early reporting of potential conflicts of interest.

13. What arrangements do we have in place to compensate clients for losses?

Petsy and Knose have professional indemnity insurance (PI insurance) which satisfies the requirements for compensation under s912B of the *Corporations Act 2001* (Cth).

The PI policy covers us for claims made against us as a result of our conduct or the conduct of our employees (or former employees) in the provision of financial services.

14. What should I do if I have a complaint?

Petsy and Knose are committed to meeting and exceeding our clients' reasonable expectations whenever possible and would like to know if your reasonable expectations haven't been met.

You are entitled to make a complaint about any aspect of your relationship with Petsy and Knose including the conduct of our agents and authorised representatives. Knose will attempt in good faith to resolve any complaint/dispute in a fair, transparent and timely manner.

We aim to comply with the General Insurance Code of Practice and any relevant Australian Securities and Investments Commission ('ASIC') guidelines.

The complaints process is also set out in the relevant Product Disclosure Statement.

Any complaint relating to this insurance should be referred to Petsy in the first instance:

Email: support@petsy.com.au

Phone: 1300 952 790

Mail: Petsy Complaints Officer
Level 2, 204 Clarence Street
Sydney NSW 2000

If we do not make a decision within the period that we tell you we will respond, we will tell you about your right to lodge a complaint with an external dispute resolution scheme. If you are not happy with our response, you can refer your complaint to the Australian Financial Complaints Authority ('AFCA') subject to its rules. AFCA provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within AFCA's jurisdiction.

AFCA's contact details are:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

If you require further information, you can access our Complaints and Dispute Resolution Process available on Petsy's website at www.petsy.com.au.

15. How can you instruct us?

You can contact us to give instructions by post, phone or email on the contact number or details mentioned on page 2 of this FSG.

16. What information do we maintain in your file and how can you access it?

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

If you apply for our insurance products, we will collect information from you and use it to decide whether to offer insurance, and if so on what terms. If we agree to issue the relevant insurance, we will use the information to manage rights and obligations under the insurance product and ongoing administration of the relevant insurance.

You can request details of the information we hold on you at any time.

Our privacy officer can be contacted on 1300 952 790 or by writing to the privacy officer at:

Postal address: Level 2, 204 Clarence Street Sydney NSW 2000

Email: privacy@petsy.com.au

For a full privacy collection statement, please refer to the PDS. To access our privacy policy, please go to <http://www.petsy.com.au>

If you wish to examine your file or have a copy of this privacy policy sent to you, please ask us and we will arrange for a copy to be sent to you.

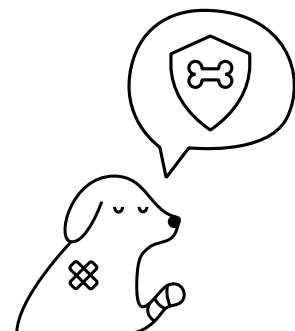
We will retain this FSG and any other FSG given to you as well as any PDS that we give or pass onto you for the period required by law.

17. More information

If you have any further questions about the financial services we provide, please contact us.

Please retain this document for your reference and any future dealings with us.

This FSG was prepared on 28 May 2022.



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