

# FINANCIAL SERVICES GUIDE



14 April 2025

## About this guide

The financial services referred to in this guide are provided by NEOS Life.

NEOS Life is a registered business name of Australian Life Development Pty Ltd (ALD) ABN 96 617 129 914 Australian Financial Services Licence 502759. In this document “we”, “us”, “our” and “NEOS” refer to NEOS Life.

This document is called a Financial Services Guide (FSG). Its purpose is to help you decide whether you wish to use the financial services provided by NEOS in relation to the life insurance products administered by NEOS.

The guide will tell you:

- who provides the financial services
- the type of financial services that are provided
- the remuneration that is payable to NEOS for providing these services
- what to do if you have a complaint about the services provided; and
- how to contact us.

This FSG applies from 14 April 2025 and remains valid unless a further FSG is issued to replace it.

If you have any questions about the information contained in this guide, please call NEOS on **1300 090 188** Monday to Friday 8am–6pm AEST.

## The Product Disclosure Statements

If your financial adviser recommends a product administered by NEOS, he or she will provide you with the relevant Product Disclosure Statement (PDS). The PDS contains important information about the products, including details on benefits, risks, the terms and conditions that apply (including exclusions) and information about premiums.

## NEOS services

We are the holder of an Australian Financial Services Licence which authorises us to deal in life insurance and superannuation products and to provide general advice in relation to those products – that is, advice that is given without regard to your objectives, financial situation or needs. We arrange for the issue of the life insurance and superannuation products under this licence. NEOS is also licensed for certain claims handling and settlement services.

In providing the services set out in this guide, we act on our own behalf and are responsible for our conduct and that of our representatives. We have professional indemnity insurance in place that covers claims made in relation to our conduct which

complies with our regulatory requirements, including in relation to the conduct of any current or former employees of NEOS whilst they were in that role.

We have an agreement with insurers and the trustee to arrange and manage your insurance cover on their behalf. This includes:

- assessing your application for insurance
- setting up and arranging premium collections
- administer the issuing of insurance policies on behalf of the insurer
- providing you information in respect of your insurance including promotion and marketing material
- managing changes that you might request to your insurance after it has commenced; and
- managing any complaint you may have in respect of your insurance.

We maintain commercial arrangements with each of our partners, which include the insurers NobleOak Life Limited ABN 85 087 648 708 (for NEOS Protection) and MLC Limited ABN 90 000 000 402, (for Encompass Protection) and the trustee Diversa Trustees Limited ABN 49 006 421 638 (for both NEOS Protection and Encompass Protection where relevant). NEOS Life is not an insurer.

We may also provide you with information and general advice through our employees or by means of promotion and marketing material.

## Your personal information

We only collect personal information that is needed to assist us in providing the services outlined in this document.

In relation to the life insurance and superannuation products we administer, we will collect personal information – including sensitive information such as information about your medical history – directly from you, or from your adviser, or from your nominated treating doctor or other health provider. If we need to collect personal or sensitive information from third parties (such as the service providers mentioned above), we will generally ask for your consent to do so.

If you do not supply the requested information, we may be unable to provide the requested financial service.

Our core business and our partners are primarily located in Australia. However, depending on the product or service we provide to you, we may share your personal information with our partners and other third parties that are located outside of Australia. Currently, these include companies with operations located in the United States of America, the United Kingdom and Japan.

You can read more about how we collect, protect, use and disclose your personal information in our privacy policy, which is available on our website [neosgroup.com/privacy-policy](https://neosgroup.com/privacy-policy), or you can request a copy. If you wish to gain access to your information (including correcting or updating it), have a complaint about a breach of your privacy, or have any other query relating to privacy, please call **1300 090 188** Monday to Friday 8am–6pm AEST.

### What you have to pay

If you decide to obtain insurance cover, you will be charged a premium. This amount will be agreed with you before you purchase the product and will differ depending on the insured person's personal situation and the type and amount of cover obtained. If you do not wish to purchase the product, you will not have to pay us anything. Importantly, there is no additional charge to you for the services that are provided by us in arranging your cover.

If you arrange your insurance cover through a financial adviser, you may have to pay the adviser a fee or they may be remunerated entirely through commissions paid to them by the insurer. Please refer to your financial adviser's Financial Services Guide for more information about how they are paid and what you may have to pay them.

### How we're paid

Based on the services provided, NEOS is paid a fee relating to:

- Distribution Services; and
- Administration Services.

These fees are included in the premium you pay and do not cost you extra.

Distribution services include promotion and marketing services undertaken as well as services relating to the initial issuing of an insurance contract. They do not include the advice provided to you by a financial adviser.

Administration services include the administration of the product such as the collection of premiums, managing changes after your insurance has commenced and payment of claims.

The table below outlines the fees NEOS may receive from the insurers for the insurance products we service.

Fees exc. GST (as a % of insurance premium)	NEOS Protection & Encompass Protection
<b>Distribution services</b>	Initial fee <sup>1</sup> up to 70% Ongoing fee <sup>2</sup> up to 7.5%
<b>Administration services</b>	Initial fee <sup>1</sup> up to 50% Ongoing fee <sup>2</sup> up to 7.5%

<sup>1</sup> Initial fees are paid upfront on the first year's annualised premium, when your cover commences.

<sup>2</sup> Ongoing fees are paid on each premium that you pay in every year, including the first premium payable.

For example, if the annual premium is \$1000, NEOS may receive from the insurer an initial distribution fee of 70% (\$700) in the first year and an ongoing distribution fee of 1.63% (\$16.30) of each premium, as well as an initial administration fee of 40% (\$400) in the first year and ongoing administration fee of 7.5% (\$75) of each premium. The amounts shown in this example exclude GST and the dollar amount fees will change as premiums change and are applicable as long as you hold the product.

NEOS is not paid a fee for services provided to the trustee.

NEOS may also receive reimbursement (either directly or through a variable commission) for some costs (e.g. medical reports) that are incurred by NEOS and paid for by the insurer.

You may request details of our remuneration by contacting us on **1300 090 188** or at [customerservice@neoslif.com.au](mailto:customerservice@neoslif.com.au).

NEOS employees are paid an annual salary and can also earn variable cash or non-cash rewards depending on performance criteria for their roles. Cash and non-cash rewards are provided on a discretionary basis and may vary from time to time.

### What to do if you have a complaint

If you wish to make a complaint, please contact our Customer Care Team on **1300 090 188** Monday to Friday 8am–6pm AEST, or via email at [customerservice@neoslif.com.au](mailto:customerservice@neoslif.com.au).

Your feedback is valued. We will make every effort to try and resolve your complaint as quickly and as fairly as possible. We'll acknowledge your complaint within 24 hours of receiving it and endeavour to resolve your complaint as soon as possible. If we're unable to resolve your complaint within 30 days (or 45 days for superannuation complaints unless the complaint is about death benefit distributions, in which case it is 90 days) from the date your complaint is lodged with us, we'll inform you of the reasons for the delay and ask for an extension. If you're not satisfied with the outcome of any complaint, then you can refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA is an independent body providing financial services complaint resolution free to customers.

You can contact AFCA as follows:

#### Australian Financial Complaints Authority

Address: GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678

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

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

### Need more information?

For all enquiries about NEOS, please contact us:

Call us: **1300 090 188**

Email us: [customerservice@neoslif.com.au](mailto:customerservice@neoslif.com.au)

Write to us: GPO Box 239, Sydney NSW 2001

**This Financial Services Guide is issued by Australian Life Development Pty Ltd**