HOMEOWNER PROTECTION

Financial Services Guide (FSG)

This Financial Services Guide (FSG) was prepared on 9 June 2026 and is provided by TAL Direct Pty Limited ABN 39 084 666 017 ('TAL Direct', 'the Licensee', 'we, us and our'). TAL Direct holds an Australian Financial Services Licence (AFSL 243260) and is related to the insurer TAL Life Limited ABN 70 050 109 450, AFSL 237848 ('TAL Life'). TAL Direct and TAL Life are part of the TAL Daiichi Life Australia Pty Limited ABN 97 150 070 483 group of companies ('TAL').

Purpose of this Financial Services Guide

We are required by law to give you this Financial Services Guide (FSG) before we can provide you with any financial services. This document outlines important legal information as required by the Corporations Act 2001. It contains important information about the authorised services we offer, the remuneration received by us and paid by us to providing entities in relation to the services we offer, our service providers and our internal and external dispute resolution services. This FSG is designed to assist you in deciding whether to use any of the authorised services. TAL Direct is responsible for the content of this FSG and has authorised its distribution.

Our services

TAL Direct is authorised and responsible under its Australian Financial Services Licence to:

- Provide general financial product advice only on life risk, and superannuation products to retail clients;
- Provide general financial product advice only on general insurance products to retail clients;
- Deal in life risk, superannuation products and general insurance products to retail clients; and
- Arrange superannuation products for retail clients.

Who are our representatives

TAL Direct Representatives

A number of representatives (namely employees of the TAL group) have been appointed by TAL Direct to provide a financial service over the telephone and via online webchat. These people have received specialist training to discuss the products we offer. They are only authorised to provide general advice. TAL Direct is responsible for any financial service provided by a representative over the telephone or via webchat.

Authorised Representative - LMG

In addition to representatives referred to above, TAL Direct has also appointed LMG Insurance Services Pty Ltd ABN 32 627 474 542 (LMG) as our corporate authorised representative. LMG is not a TAL group company. We have authorised LMG under our Australian Financial Services Licence (AFSL) to:

- provide general financial product advice about life insurance products, over the phone and face to face and in relation to advertising, marketing or promotion of products in communications (whether on a website, electronic or written communication) to retail customers; and
- deal in life insurance products to retail clients over the phone and face to face, or over a website, in written or electronic communication.

LMG appoint representatives to provide the above financial services, as sub-authorised representatives under our corporate authorised representative arrangement with LMG.

What does general financial advice mean?

It's important that you understand that we and our representatives and corporate authorised representatives only provide general advice. We and our representatives and corporate authorised representative do not provide personal advice or make recommendations about suitability of the product for you. Any advice provided will not take into account your personal objectives, financial situation or needs.

Therefore, you should carefully review the Product Disclosure Statement (PDS), having regard to your own objectives, financial situation and needs before deciding to purchase a product.

The PDS sets out the important information you should consider when deciding to acquire a certain product, including the insurer and the benefits, features and associated costs of the product.

You can find the PDS online at tal.com.au/homeowner-protection

Who we act for

TAL Direct is acting for itself when it provides a financial service.

When our representatives or corporate authorised representatives provide general financial product advice, or arrange for the insurer to issue or renew policies, they act for TAL Direct.

TAL Direct is also authorised to issue and administer policies on behalf of TAL Life Limited (the life insurer) under an arrangement with the life insurer called a "binder". When TAL Direct issues a policy on behalf of TAL Life Limited, TAL Direct is acting for the insurer. TAL Direct's authority is subject to the limits of authority agreed to with this life insurer.

The insurer's registered address is:
TAL Life – Level 16, 363 George Street, Sydney NSW 2000

Our associations and relationships

It's important that you are aware of the relationships we have with other service providers so you can decide on the services you wish to use. Given that we are a TAL group company, we are affiliated with TAL Life Limited, a life insurer.

If our representatives or corporate authorised representatives provide general advice about a product or you acquire a product issued by a TAL group company (e.g. TAL Life Limited), the TAL group company will benefit from this by receiving premiums or fees payable for that product. Information about the cost of a product is shown in the relevant PDS. Further, we and our representatives may also benefit if a TAL group company product is issued to you, or a TAL group company product you hold is varied, as a result of the general advice provided to you.

Dispute resolution process

We offer an internal dispute resolution service in relation to any concerns you may have about us or any of our representatives. If a dispute is not resolved to your satisfaction through our internal dispute resolution service, you may then refer your concern to an external dispute resolution service. These services are free of charge to you.

Internal dispute resolution service

In the first instance, we hope that our representatives can handle any concern you may have. Please call or write to us first. If you are not satisfied with our initial response, please ask to speak to the Complaints Officer who will handle your matter personally, or write to our Complaints Officer at the address shown at the end of this FSG.

External dispute resolution service

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.

www.afca.org.au

info@afca.org.au

1800 931 678 (free call)

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.

Personal information

Personal and sensitive information (together 'personal information') is collected from you to enable TAL Direct and the insurer to provide their products or 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.

The way in which we collect, use and disclose your information is described in our Privacy Policy which is available at tal.com.au/privacy-policy, and is free of charge on request. If you have any questions or complaints relating to your privacy, please contact us using the contact details below. Generally, you are entitled to gain access to information we hold about you. If you wish to request access, please let us know.

If you do not supply the requested information to us, we may not be able to provide our products and services to you such as issue a policy or assess a claim. In processing and administering your insurance (including at the time of claim) your personal information may be collected from, or disclosed to, the insurer as well as any related bodies corporate including third parties if it is legally permitted or authorised to do so. For example, we may need to collect information from, or disclose information to mortgage brokers, general practitioners or health services providers to verify any health information you provide. Other examples include financial advisers, our related bodies corporate and other companies with which we have a business arrangement such as organisations to whom we outsource our mailing, administration and information technology, investigators, reinsurers, government agencies and law enforcement bodies if required or authorised to do so, or any person acting on your behalf such as a lawyer or accountant.

Information regarding the privacy rights of individuals is available at www.oaic.gov.au which is the website of the Office of the Australian Information Commissioner.

Opt-out

From time to time, we may use your information to contact you (including via telephone where we have your valid consent) to promote, market and provide you with information about our products and services (marketing practices). These marketing practices and your consent shall remain in effect in accordance with the relevant law or unless and until you notify us that you do not want to receive marketing communications from us.

Disclosure of remuneration

When life insurance is arranged for you, you will be required to pay a premium and this will be paid to the insurer of the product. The premium includes any commission payable by the insurer for distributing the product, so you do not need to pay any extra.

Where a representative arranges a policy for you over the telephone, that representative may in addition to their salary receive a commission from TAL. The amount of commission is dependent on a number of factors including the number of policies issued and the quality of the representative's conduct. If we provide you with a financial service, you are entitled to request details of this remuneration and may do so by contacting us on the number specified in this FSG. This request may be made after you receive the FSG and before any financial service is provided to you.

There may be circumstances where additional commissions, bonuses and non-cash incentives are paid, and these will accrue from time to time. These are not an additional cost to you.

Where a Homeowner Protection policy has been arranged for you (whether in person or by telephone) by a representative appointed by LMG (an LMG mortgage broker), we will pay an upfront commission to LMG of 60% plus GST of the first year's annual premium and then an annual ongoing commission of 20% plus GST of the annual premium. The commission paid is based on the annual premium less any applicable discounts. These commissions are at no additional cost to you.

We may also pay referral fees or commissions to people or organisations that refer new customers to us. The referral fee may be paid in the form of an upfront commission fee and/or periodical trail fees. This will be at no additional cost to you. In addition to paying referral fees, TAL may from time to time give other non-cash benefits to referral partners.

Direct Debit Request summary

This summary describes how the Direct Debit Request system works. The full Direct Debit Request Service Agreement (Agreement) is available to you in the PDS. You should read the Agreement carefully as it explains your rights and obligations relating to your ongoing direct debits.

When you complete your bank details and sign the authority, you are authorising the direct debit of the appropriate premiums from your nominated account. Your authority will always be kept confidential. If your premium cannot be paid (for example there's not enough money in your nominated account), your bank may dishonour that payment, in which case your policy may lapse. Insurance cover ceases when the policy has lapsed.

If you have concerns about its operation or you subsequently need to change any aspects of the authority, please contact us. From time to time updates about our services which are subject to change and which are not materially adverse to you may be found at tal.com.au/homeowner-protection and if you request a paper copy of any updated information, this will be provided to you without charge.

PI insurance

TAL Direct is part of TAL and we confirm that TAL retains professional indemnity (PI) insurance to cover the activities of licensees within TAL, including TAL Direct. 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 representatives of TAL and TAL Direct.

How to contact us

1300 683 816

customerservice@tal.com.au

TAL Direct Reply Paid 5380, Sydney NSW 2001