

# Corporate Distributor Information



## Fleetcare

insurance.com.au Pty Ltd trading as insurance.com.au is an Authorised Representative AFSRN 443422 of Insurance House Pty Ltd ABN 33 006 500 072 AFSL 240954.

Insurance House Pty Ltd (Insurance House) is an Australian Financial Services Licence Holder No. 240954. insurance.com.au and Insurance House have appointed Fleetcare Pty Ltd (Fleetcare) ABN 34 009 243 to act as a Corporate Distributor.

### Introduction

Fleetcare specialise in providing salary and novated packaging options.

In the following you will find an explanation of:

- The authorisation provided to Fleetcare.
- The remuneration that Fleetcare receives for providing those services.

### Authorisations

All authority is limited to the following listed products via Insurance House and insurance.com.au and other products as may be agreed in writing between the Parties.

- Provide factual product information, but not personal financial product advice on the products listed below; and
- Deal, arrange, vary and dispose for the application and issue of the products listed below.

The products in respect of which Fleetcare have been authorised to provide the above services are: Motor Comprehensive Fleet Policy issued under a distribution agreement with insurance.com.au and Insurance House by Mercurien Insurance Pty Ltd ABN 68 150 845 177 AFSL 480284 on behalf of AssetInsure Pty Ltd ABN 65 066 463 803 AFSL 488403.

Fleetcare is authorised to distribute the insurance.com.au Financial Services Guide (FSG) which includes the explanation of the relationship between all parties. Further details regarding insurance.com.au products, services, remuneration and other important information may also be found in their [FSG](#).

### Remuneration

Fleetcare is paid remuneration in respect of the following services:

- Motor Comprehensive Fleet Policy - administration services fee of up to \$240 plus GST.
- All of the above commissions and administration fees are included in the premium charged.

At times Fleetcare may also provide services for products in addition to those listed above. Please refer to the insurance.com.au FSG for a detailed explanation of commissions and fees that may be paid to insurance.com.au by the product issuer, namely the Insurer.

### How to instruct

Any questions or concerns should be directed to Fleetcare at the contact details below:

#### Fleetcare Pty Ltd

📍 118 Motivation Drive, Wangara, WA 6065  
☎ 134 333  
✉ [info@fleetcare.com.au](mailto:info@fleetcare.com.au)

#### The financial services guide is issued by insurance.com.au Pty Ltd

ABN: 33 006 500 072 AR: 240954  
☎ 1300 468 730  
✉ [Support@insurance.com.au](mailto:Support@insurance.com.au)  
🌐 [www.insurance.com.au](http://www.insurance.com.au)

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## Fleetcare

### Complaints

**Please talk to us first.**

If you have a complaint, please contact insurance.com.au on 1300 468 730 and we will do our best to resolve it quickly.

You can also refer your complaint directly to Insurance House.

Contact details for Insurance House are:

Phone: 300 305 834  
Email: [complaints@ihgroup.com.au](mailto:complaints@ihgroup.com.au)  
Mail: Level 3, 100 Wellington Parade  
East Melbourne VIC 3002

If we are unable to resolve your complaint to your satisfaction, you may refer your complaint to the Australian Financial Complaints Authority (AFCA).

Insurance House is a member of AFCA which provides a free independent dispute resolution service.

You can contact AFCA by:

Phone: 1800 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Mail: Australian Financial Complaints Authority  
GPO Box 3 Melbourne VIC 3001  
Web: [afca.org.au](http://afca.org.au)

If you have a complaint about a policy that we arrange under a binder and we are unable to satisfactorily resolve your complaint, we will refer your complaint to the insurer for review. We will tell you when this is the case and keep you informed. If the insurer is unable to resolve your complaint to your satisfaction, you may refer your complaint to the Australian Financial Complaints Authority (AFCA).