

# Financial Services Guide

DAN WORLD LTD

**MELBOURNE**

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The financial services referred to in this financial services guide (FSG) are offered by: DAN WORLD LTD ("We", "us", "our") ABN 55 324 165 878.

Level 40, Governor Macquarie Tower, 1 Farrer Place, Sydney, NSW 2000  
PO Box 395, Carnegie VIC 3136

t— +61 3 9886 9166  
e— infoap@dan.org

We are an authorised representative of Honan Insurance Group Pty Ltd (HIG) ABN 67 005 372 396.

Level 9, IBM Centre, 60 City Road, Southbank VIC 3006  
GPO Box 4747, Melbourne VIC 3001

t— +61 3 9947 4333  
e— info@honan.com.au  
w— honan.com.au

HIG holds a current Australian Financial Services Licence (AFSL) No: 246749 and is responsible for the financial services that We provide to you. Our Authorised Representative No is 1274753. HIG is also responsible for the content and distribution of this FSG. The distribution of this FSG by Us is authorised by HIG.

This FSG sets out the services that HIG and 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 We offer you;
- how We and others are paid;
- any potential conflicts of interest We may have;
- Our dispute resolution procedures and how you can access them; and
- arrangements We have in place to compensate clients for losses.

## Product Disclosure Statement

If We offer to arrange an insurance policy for you, We will also provide you with, or pass on to you, a product disclosure statement (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 policy.

## From when does this FSG apply?

This FSG applies from **1 November 2022** and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

## How can you instruct Us?

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

## Cooling off period

A cooling off period may apply to an insurance policy issued to a retail client, however, only if the policy has a qualifying cooling off period and only during this period may the policy be returned. Details of cooling off rights will be included in the relevant PDS.

## Who is responsible for the financial services provided?

HIG is responsible for the financial services that will be provided to you, including the distribution of this FSG. HIG acts on its own behalf in relation to the financial services provided by Us.

HIG holds a current Australian Financial Services Licence (Licence No: 246749). The contact details for HIG are on the back of this FSG.

## What kinds of financial services are We authorised to provide to you and what kinds of financial product/s do those services relate to?

We are authorised to apply for, acquire, vary or dispose of dive injury insurance policies consisting of personal accident and medical insurance cover on behalf of its members, and to provide general advice only in relation to those policies. We will do this under the HIG AFSL and on behalf of HIG unless We tell you otherwise.

## Will you receive tailored advice?

We are authorised to provide you with general advice only and we are not authorised to provide tailored advice.

You should carefully read the warnings that we give you before making any decision about an insurance policy.

## Conflicts of Interest

In all areas of business, conflicts of interest sometimes arise. Where there are potential or actual conflicts of interest in our remuneration arrangements, or otherwise in our dealings with clients as a result of Our relationships with related or third parties, they are managed in accordance with Our Conflicts of Interest Policy.

## What if your circumstances change?

Where We provide you with advice about your insurance arrangements, that advice is current at the time that We give it. We will review your insurance arrangements annually or when you inform Us about changes in your circumstances.

You must notify Us of any changes to your situation that may affect the cover under your insurance policy or the services to be provided by Us. We may need to discuss with you the appropriateness of the insurance placed for your changed circumstances to ensure it remains suitable for your situation. The

endorsing of your insurance policy may involve additional premium upon which We will notify you by sending you an invoice with the premium breakdown.

## What information do We maintain in your file and can you examine your file?

HIG value the privacy of personal information and is committed to the protection of your privacy. HIG is bound by the Privacy Act 1988 when it collects, uses, discloses or handles personal information. HIG collects personal and/or business information in order to provide various services to you such as insurance broking and claims management. If you do not provide the requested personal information, HIG may not be able to evaluate, effect, manage or administer your policy and you may also be in breach of your duty of disclosure. We also collect, use, disclose and handle personal information in providing you with property management services, including the insurance related services We are authorised to provide under HIG's AFSL. We will disclose both personal and business information relating to you to HIG for the purpose of arranging your insurances. We and HIG may also provide information to the extent required by law or regulatory requirements.

We and HIG maintains a record of client information, including details of insurance policies arranged for clients. We and HIG may also maintain records of any recommendations or advice provided.

We and HIG will retain, for the period required by law, this FSG, HIG's FSG and any PDS that We give or pass on to you. A copy of HIG's privacy policy is available on request and at [www.honan.com.au](http://www.honan.com.au). A copy of our collection statement and privacy policy is available at <https://world.dan.org/policies/>. This sets out how we collect, handle and disclose your personal information. If you wish to look at your file, please ask us. We will arrange for you to do so.

## Insurance Brokers Code of Practice

HIG is a member of the National Insurance Brokers Association ("NIBA") and are bound by their Code of Practice ("the Code"). As a representative of HIG, We are also bound by the Code.

The Code sets out standards for brokers and their representatives to follow when dealing with clients, including requirements to inform clients of remuneration arrangements and any conflict of interest. The Code is available from the NIBA Website [www.niba.com.au](http://www.niba.com.au). We can also provide you an electronic or hard copy on your request.

You may report alleged breaches of the Code to the Insurance Brokers Code Compliance Committee, which is an independent committee that monitors compliance with the Code. Please visit [www.insurancebrokerscode.com.au](http://www.insurancebrokerscode.com.au) for information.

## How will you pay for the services provided?

For the insurance policy We arrange for you, the insurer will charge a premium that includes any relevant taxes, charges and levies. We will collect the premium from you when we arrange a policy for you.

The premium we collect from you to pay for an insurance policy is paid to HIG and banked into HIG's trust account. HIG receive a fee which is equivalent to 11% of the aggregate monthly premium paid to the insurer. HIG retain this fee and remit the balance to the insurer in accordance with HIG's arrangements with the insurer. HIG will earn interest on the premium while it is in their trust account or may invest the premium and earn a return. HIG will retain any interest or return on investment earned on the premium.

We do not receive any remuneration or other benefit from HIG for arranging the policies for you.

You can request particulars of the remuneration payable to Us, HIG and others after you receive this FSG, but prior to receiving any services from Us.

## Refunds

If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, the premium and government charges will be calculated and refunded on a pro rata basis. HIG's fee is non-refundable.

## Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

As a Steadfast Network Broker HIG has access to services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, claims support and broker support services. These services are either funded by Steadfast, subsidised by Steadfast, or available exclusively to Steadfast Network Brokers for a fee.

From time to time HIG may receive some form of non-monetary material benefits from its insurer relationships. These may include administration support, access to platforms, education and training, event sponsorship, or marketing assistance. HIG will not accept any non-monetary benefits where doing so could reasonably be expected to influence any advice provided.

## What should you do if you have a complaint?

You can contact HIG and/or Us to tell HIG/Us about your complaint. You can contact Us or HIG using the contact details on page 2 of this FSG. Alternatively, you can put your complaint in writing and send it to [complaints@honan.com.au](mailto:complaints@honan.com.au) or by post to Level 9, IBM Centre, 60 City Rd, Southbank Victoria 3006 or P.O. Box 4747, Melbourne, Victoria, 3001. Upon receipt We will refer your complaint to HIG who will acknowledge your complaint and work with you to reach a resolution.

HIG is a member of the Australian Financial Complaints Authority (AFCA). Your complaint will be handled in accordance with HIG's Feedback and Complaints Policy at [www.honan.com.au/feedback-and-complaints](http://www.honan.com.au/feedback-and-complaints). If your complaint cannot be resolved to your satisfaction by HIG, you have the right to refer the matter to AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. The AFCA can be contacted at:

### Mailing address

Australian Financial Complaints Authority Limited GPO Box 3, Melbourne VIC 3001

**t—** 1800 931 678

**e—** [info@afca.org.au](mailto:info@afca.org.au)

**w—** [afca.org.au](http://afca.org.au)

## What arrangements do you have in place to compensate clients for losses?

HIG has a professional indemnity insurance policy (PI policy) in place. The PI policy covers HIG and its representatives (including authorised representatives) for claims made against them by clients because

of their conduct in the provision of financial services.

### Any questions?

If you have any further questions about the financial services We or HIG provide, please contact Us.  
Please retain this document for your reference and any future dealings with Us or HIG.

# Contact Us

## **SYDNEY**

Principal business address:  
Level 40  
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1 Farrer Place Sydney NSW  
2000

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Carnegie VIC 3136

## **STAY CONNECTED WITH**

