

## FINANCIAL SERVICES GUIDE

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This Financial Services Guide (FSG) is an important document. It is aimed to help you understand the service we, WFD Management Services Pty Ltd (WFD) operating as Coverit, provide under the Extended Warranty Service Agreement.

It tells you what services can be provided, how WFD and other relevant persons are remunerated, any potential conflicts of interest and how complaints are dealt with.

Key information is set out in answer to the questions below. If you need more information or clarification, please ask us:

Brian Wright or Stephen Fahey  
WFD Management Services Pty Ltd ABN 39 122 292 040  
Australian Financial Services Licence No. 312098  
16 Croydon Road Keswick SA 5035  
Ph 08 8292 1400  
Fax 08 8371 2840

WFD has implemented a privacy policy to ensure the privacy and security of your personal information. **If you require a copy of our privacy policy please contact WFD on 1300 653 355.**

WFD is bound by the National Privacy Principles established under the Privacy Amendment (Private Sector) Act, 2001. We require all of our representatives to adopt our Privacy Policy.

Personal Information will be collected from you by us and our representatives for the purpose of providing you with the services described in this FSG and providing you with information on other services and products which WFD and your Adviser or our associates are able to offer. It may also be used by us and our representatives in administering our business (e.g. sale of business). The personal information will be disclosed to persons who assist us and our representatives in doing the above for these purposes.

### **WHO IS MY ADVISER AND WHO IS INVOLVED IN PROVIDING THE SERVICE?**

The Assembler/Reseller of your computer and/or server is a representative of **(Assembler/Reseller name)**. **(Assembler/Reseller name)** is a corporate authorised representative (**CAR number XXXXXX**) of WFD and has been authorised to act on WFD's behalf in providing the authorised services set out under the AUTHORISED REPRESENTATIVE AUTHORITY section of this FSG in relation to our extended warranty products.

They are not authorised to provide any advice on the cover provided by the Extended Warranty Service Agreement.

All advice on cover provided by the Extended Warranty Service Agreement will be given by WFD.

WFD is an Australian Financial Services Licensee authorised to carry on a financial services business to:

- (a) provide financial product advice for the following classes of financial products:
  - (i) financial products limited to:
    - (A) miscellaneous financial risk products limited to extended warranty products; and
- (b) deal in a financial product by:
  - (i) issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
    - (A) financial products limited to:
      - (1) miscellaneous financial risk products limited to extended warranty products; and
  - (ii) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
    - (A) financial products limited to:
      - (1) miscellaneous financial risk products limited to extended warranty products; to retail and wholesale clients.

WFD has authorised the provision of this FSG to you. No handwritten amendments can be made to this FSG and you should contact WFD if this has been done.

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### **WHAT SERVICES ARE AVAILABLE TO ME?**

Your Assembler/Reseller can only act in accordance with the authority set out in the AUTHORISED REPRESENTATIVE AUTHORITY section of this FSG. If you believe that the Assembler/Reseller is acting outside their authority as set out in the abovementioned section, please call WFD before proceeding.

WFD will provide the services set out in the Extended Warranty Service Agreement.

### **HOW WILL I PAY FOR THE SERVICE?**

Your Assembler/Reseller has contracted with WFD to provide you with service as outlined in the Extended Warranty Service Agreement for a fee which has been included in the charge they made to you for the equipment. No commission is paid to your Assembler/Reseller by WFD.

### **HOW CAN I GIVE INSTRUCTIONS**

You may tell WFD how you would like to give instructions. For example - by telephone, email, fax or letter. WFD will tell you if there are any restrictions on how instructions can be given for certain services (if any).

### **HOW DO YOU MANAGE CONFLICTS OF INTEREST?**

WFD has a Conflicts of Interest Policy in place which we and our representatives must comply with. Conflicts of interests are situations where some or all of your interests are or may be inconsistent with our, or our representative's interests.

### **WHO CAN I COMPLAIN TO IF I HAVE A COMPLAINT ABOUT THE SERVICE PROVIDED?**

If you have a complaint about the service provided to you, you should take the following action:

1. Contact WFD on **1300 653 355**. or put your complaint in writing and send it to us at, WFD Management Services Pty Ltd ,16 Croydon Road Keswick SA 5035. We will try and resolve your complaint quickly and fairly.
2. If we cannot reach a satisfactory resolution, you can raise your concerns with the Banking and Financial Services Ombudsman Ltd on 1300 780 808. WFD is a member of this complaints resolution service. The Australian Securities & Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

### **ACCESSING YOUR INFORMATION AND PRIVACY**

WFD will maintain a record of any personal information provided by you. **If your circumstances change please contact us.**

WFD will also keep records of any advice given to you. If you wish to examine your file, you should ask WFD.

### **AUTHORISED REPRESENTATIVE AUTHORITY**

**(Assembler/Reseller name)** is an Authorised Representative under the WFD Management Services Pty Ltd AFSL No.312098 and as such is authorised to:

1. Issue a copy of the WFD Extended Warranty Service Agreement to you.
2. Attach the Coverit tag to your computer or server.
3. Provide you with a copy of the Financial Services Guide.
4. Provide you with a Warranty Activation Form.