

Financial Services Guide (General Insurance Products)

Version 2.1, release date 1 July 2021

PURPOSE OF THIS GUIDE

The purpose of this Financial Services Guide is to help you make an informed decision about whether you wish to use our services. It contains important information about:

- Information about our financial services licensee, Enva Australia Pty Ltd
- The financial services we are authorised to provide
- How we provide our services
- Our fees and how we are paid
- Protecting your personal information
- How we resolve your concerns
- Who is providing your General Advice

All references in this Financial Services Guide (**FSG**) to 'we', 'us' or 'our' are references to Expense Check Pty Ltd (ACN 163 634 946) (trading as Kanopi Cover) (**Kanopi**).

ABOUT US

Kanopi is a Corporate Authorised Representative (CAR No 1285055) of an Australian Financial Services Licensee (Enva Australia Pty Ltd AFSL 424494) and is authorised to provide general financial product advice on general insurance products in accordance with the Corporations Act (2001). Expense Check Pty Ltd is a privately owned company. To the extent that Kanopi provides any advice to you, Kanopi provides factual information and general advice only. We do not take into account your individual financial objectives, financial situation, or needs in providing this general advice.

ABOUT OUR LICENSEE

Enva Australia is an Australian Financial Services Licensee (**AFSL**) authorised by the Australian Securities and Investment Commission (**ASIC**) to provide financial services and advice in accordance with the Corporations Act (2001). First registered in 2012, Enva Australia is wholly owned by practicing professionals and is not owned by any product provider or banking institution.

NOT INDEPENDENT

Enva Australia Pty Ltd and its authorised representatives are "not independent" (In terms limited by legislation and ASIC), impartial or unbiased because we;

- a) may receive commissions from insurance providers, which we advise you about in this FSG and elsewhere.
- b) may attend training services provided by product providers, so as to be better informed about what we recommend.

[For clarification on this statement please call us.](#)

OUR SERVICES

Kanopi is an insurance technology company that facilitates the distribution of general insurance products on behalf of a number of insurers and insurance intermediaries (Insurance Partners). Our services are provided primarily via our website www.kanopicover.com (Kanopi Website) and via software integrations with our Insurance Partners and digital platform partners (Kanopi Integrations).

The Kanopi Website and Kanopi Integrations allow you to obtain quotes and purchase general insurance products issued and/or arranged by our Insurance Partners. These include, but are not limited to, CGU Insurance Limited (CGU), Chubb Insurance Company of Australia (Chubb), Blue Zebra Insurance (BZI), Professional Risk Underwriting (ProRisk), Modern Risk Solutions (MRS) and The Hollard Insurance Company (Hollard).

The general insurance products offered via the Kanopi Website and Kanopi Integrations include, but are not limited to:

- Business Insurance
- Tax Audit Insurance
- Cyber Insurance
- Home & Contents Insurance
- Landlords Insurance

The insurance products available via the Kanopi Website and Kanopi Integrations are not representative of all insurance products in the market. When providing you with a quote for an insurance product, we will give you information about the particular product by providing you with the Policy Wording, a Key Facts Sheet and/or a Product Disclosure Statement (PDS). The Policy Wording, Key Facts Sheet and/or PDS will help you make an informed decision about whether to choose the product. In some cases, the Kanopi Website or Kanopi Integration may direct you to, or make available to you a particular insurance product that will be issued and/or arranged by one of our Insurance Partners. This will be done WITHOUT reference to your specific individual objectives, financial situation or needs. To the extent that the Kanopi Website and Kanopi Integration provide any advice, they are general advice services only. When providing our services, we do not act on your behalf. You need to consider the appropriateness of any information we give to you in respect of an insurance product and make all further investigations and seek further advice that you consider necessary to ensure that the insurance product is appropriate for you. In particular, you should consider your specific individual objectives, financial situation, and needs before making any decision to choose any insurance product.

We are **not authorised** to provide personal financial product advice. Should you want your personal circumstances taken into account, we can refer you to an authorised representative of Enva Australia who will be able to provide you with advice which is personalised to you.

WHO WE ACT FOR

We act on behalf of our Insurance Partners with respect to the insurance products that we distribute. We do not act for you or on your behalf.



HOW ARE WE PAID?

Kanopi may receive commission or other payments from our Insurance Partners when Kanopi is involved in the distribution of insurance products that they issue and/or arrange. Any commission is calculated as a percentage of the base premium payable from the insured, excluding certain statutory charges, government charges and fees.

The level of commission varies according to the insurer and financial product involved, and ranges between 10-25% of the base premium.

While distributing insurance products, Kanopi may work with other intermediaries who may also receive commission payments and other benefits for their services.

If you want more information about commission or fees that we may receive relating to any particular insurance product, you can ask us any time by contacting us:

36-38 Gipps Street, Collingwood VIC 3066

Phone: 1300 066 997

Email: hello@kanopicover.com

Our staff are paid a market salary and may also receive a bonus or other incentives based on their performance.

REFERRAL FEES

If a customer is referred to us or our services, for example by one of our digital platform partners, we may pay the referrer a fee. The fee varies according to the customer, referrer and the financial products involved. We pay these fees upfront when the customer applies for an insurance product we distribute and/or periodically as ongoing fees.

If you would like more information about fees relating to a particular referrer or product, you can ask us using the details above.

PROTECTING YOUR PERSONAL INFORMATION

We are committed to the highest standards in relation to the collection, use, accuracy and storage of your private information. The Privacy Act 1988 contains 13 principles known as the "Australian Privacy Principles". Your rights, our obligations and how we deal with them are detailed in our Privacy Policy. If you believe we have not acted appropriately in relation to your privacy rights, you are entitled to lodge a complaint with us. You can obtain a copy of our Privacy Policy free of charge on request or by visiting our website, www.kanopicover.com.

ANTI-MONEY LAUNDERING AND COUNTER-TERRORISM FINANCING ACT (AML/CTF)

In accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF) and its corresponding rules and regulations, we are required to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial



services to you and from time to time in order to meet our legal obligations. As a result of the reporting obligations placed on us by the AML/CTF Act information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

We have an internal dispute resolution process in place to resolve your concerns. If at any time you feel like you are not satisfied with our service, you can contact us by e-mail, phone or in writing and tell us about your concern so that we can try and resolve it as quickly and fairly as possible.

If you have a complaint about the Services provided by Kanopi, you should:

Step 1 - Contact Kanopi on the contact details below;

Step 2 - If the matter is not resolved to your satisfaction within 14 days, please contact Kanopi's Customer Resolutions Manager

Phone: 1300 066 997

Email: customerresolutions@kanopicover.com

In writing to: Customer Resolutions Manager, 36-38 Gipps St, Collingwood, VIC 3066

Step 3 - If an issue has still not been resolved to your satisfaction, you can contact our AFSL holder, Enva Australia:

Phone: 1300 160 803

E-mail: complaints@enva.com.au

In writing to: Complaints Manager, Enva Australia, 8/130 Main Road, McLaren Vale, SA 5171

Step 4 - If your complaint has not been resolved satisfactorily within 45 days, you may escalate it to the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is available to you, at no cost. Enva Australia is a member of this external dispute resolution service (Member No.

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

For any issue relating to your privacy, you may contact the Privacy Commissioner

Phone: 1300 363 992

Email: privacy@privacy.gov.au

In writing to: The Privacy Commissioner, GPO Box 5218, Sydney NSW 2001

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.



CONTACT DETAILS

Kanopi (Corporate Authorised Representative)

Expense Check Pty Ltd (trading as Kanopi Cover)

ACN: 163 634 946

AFS Representative No. 1285055

36-38 Gipps Street, Collingwood VIC 3066

Phone: 1300 066 997

Email: hello@kanopicover.com

AFSL holder

Enva Australia Pty Ltd

ABN: 21 098 806 501

AFSL No. 424494

8/130 Main Road, McLaren Vale SA 5171

Phone: 1300 160 803

E-mail: enquiry@enva.com.au

Website: www.enva-australia.com.au

COMPENSATION ARRANGEMENTS

Kanopi is insured under a Professional Indemnity policy (PI Policy). The PI Policy covers us and our employees for claims made against us by clients as a result of the conduct of us and our employees in the provision of financial services as required under s912B of the Corporations Act. The limit of the indemnity is \$10,000,000 for any one claim and \$20,000,000 in the aggregate.

