



# Financial Services Guide

Aon Hewitt Limited ABN 48 002 288 646  
Australian Financial Services Licence No. 236667  
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## Introduction

The purpose of this Financial Services Guide (FSG) is to provide you with key information about financial services and/or products that we are authorised to provide to you under our Australian Financial Services Licence (AFSL).

This FSG explains:

- the services that we provide,
- our remuneration,
- how you can contact us and deal with us,
- how you can help us address service issues, and
- other important information

## Name of providing entity

Aon Hewitt Limited (Aon Hewitt) is the providing entity of this FSG.

## How you can transact with us

You can give us instructions by telephone, email or other means that we agree with you.

## The services we provide

Aon Hewitt carries on a financial services business and is authorised:

- to provide financial product advice, and
- to deal in a financial product on behalf of another person.

Unless we tell you otherwise, these services can be provided in relation to any one or more of the following financial products to retail and wholesale clients:

### Advice

- General insurance products;
- Debentures, stocks or bonds issued or proposed to be issued by a government;
- Life products (both investment and risk);
- Interests in managed investment schemes excluding investor directed portfolio services;
- Securities; and
- Superannuation.

### Deal

- General insurance products; and
- Life products limited to life risk insurance products as well as any products issued by a registered life insurance company that are backed by one or more of its statutory funds.

## We act for you

When we provide services to you we act on our own authority, under our own licence and we act for you. In providing services to you we do not act on behalf of any other person or entity, eg an insurer.

## Other documents you may receive

### Statement of Advice

If we give you personal advice we will also give you a Statement of Advice (SoA). The SoA will contain the advice, the basis on which it is given and more specific information about remuneration and any associations that may have influenced the advice.

Once we have given you a SoA, we will only provide a new SoA if:

- we recommend a new financial product,
- you tell us there has been a significant change in your personal situation, or
- you ask us to check or confirm our original advice and there is a change in the basis of our advice.

### Product Disclosure Statement

We will provide a Product Disclosure Statement (PDS) where we recommend that you acquire a financial product. A PDS contains information about a particular product and aims to help you make an informed decision regarding the product.

## How we get paid

If we charge you a fixed fee we will agree it with you in advance. If we charge you an hourly fee we will advise you in advance the range of hourly rates that will be likely to apply. In both cases we will advise you of the fees in our SoA.

If we charge your employer, we will agree with the employer a fixed fee or an hourly fee in advance or in accordance with our prevailing rates.

If we charge you commissions, we will disclose the method of calculation or, where we are reasonably able to do so, the actual amounts. We will do this in our SoA.

If you require any further information about our remuneration before we provide you with a service, please contact us within 7 days of receiving this FSG.

The table below sets out general information about the types of fees we are likely to charge.

Service	Commission	Fixed fees	Percentage based fees	Hourly fee	Combination of commission and/or fee
<b>Retirement and superannuation:</b>					
– personal advice	x	✓	x	✓	x
– advice to employers and trustees	x	✓	x	✓	x
<b>General insurance:</b>					
– advice to employers and trustees	✓	✓	x	✓	✓
– placement of group insurances	✓	✓	✓	✓	✓
– advice and placement of other (general) insurances	✓	✓	✓	✓	✓
<b>Life insurance:</b>					
– advice to employers and trustees about a group life policy for members of a superannuation fund	x	✓	x	✓	x
– advice on an individual life insurance policy for the benefit of a member of a default superannuation fund	x	✓	✓	✓	x
– placement of group insurances	✓	✓	✓	✓	✓
– advice and placement of other (life) insurances	✓	✓	✓	✓	✓
<b>Investment consulting:</b>					
– advice to employers, trustees and/or fund managers	x	✓	x	✓	x

## Other ways we may receive remuneration

Our employees and directors are remunerated by way of wages/salary and bonus.

Aon Hewitt and its staff may also receive non-monetary benefits from insurers such as sponsorships of Aon Hewitt conferences, client functions, meals and entertainment.

## Remuneration for certain accident and health insurance placements

The Aon Group has a separate product design and development company (APDD) which has developed electronic quoting and placement platforms to enable Aon to efficiently obtain competitive quotations from panels of established insurers under the terms of insurance products also developed by APDD. The work that APDD does reduces the insurers' work and costs. In recognition of this, the insurers pay APDD an annual and/or a per transaction license fee for access to and use of these platforms and/or Aon Products. The transaction licence fee is calculated in a range between 4% and 7.5% of premium (excluding statutory charges and taxes) applying to the transaction.

This arrangement is only applicable to certain policies placed into the general insurance accident and health market. We will advise you where we intend to use an Aon Product as part of your insurance placement prior to arranging your insurance.

## Relationships and associations

Aon Hewitt is part of the Aon group of companies in Australia and is ultimately owned by Aon plc, a company listed in the United Kingdom.

We may refer you to other Aon companies, especially for services we think might be valuable to you and which Aon Hewitt does not provide. In these cases, the providing entity will charge you.

We may refer you to, or recommend to you, the Aon Master Trust ABN 68 964 712 340 (the Fund) if we think it is appropriate. smartMonday is the business name of the Fund, and Aon Hewitt is sponsor and administrator of the Fund. Whilst this relationship and our relationship with other Aon companies might reasonably be expected to influence us, Aon monitors these activities to ensure they do not create a conflict with your interests. Additionally, if we make a referral or recommendation we will advise you. See below for further information on how we manage conflicts of interest. The trustee of the Fund is Equity Trustees Superannuation Limited ABN 50 055 641 757 AFSL 229757 RSE Licence L0001458, a specialist trustee services provider and an entity independent of the Aon Group companies.

## Conflicts of interest

Conflicts of interest may arise in circumstances where some or all of your interests as our client are, or may be, inconsistent with some or all of our interests.

We have a conflicts of interest policy and procedure, including training and monitoring to ensure we are aware of and manage any conflicts of interest. Our company, staff and our representatives must comply with this policy and procedure.

An example of a conflict of interest may be where we act for you and are paid by a product issuer or other service provider for our services. This creates a potential conflict of interest because it increases our remuneration but it may not be in your interest.

However we or another Aon company may provide other services (and get paid for those services) to the same product issuer or other service providers.

## Service issues and complaints

We are committed to providing quality services to our clients. This commitment extends to giving you easy access to people and processes that can resolve a service issue or complaint.

If you have a complaint about the service we have provided to you, please address your enquiry or complaint to the staff member providing the service, or phone 1300 659 266 during normal office hours.

If we are not able to resolve the issue immediately, or within five days, we will refer it to the Complaints Officer, who will review the complaint and advise you in writing of the expected time for resolution.

You can also refer your enquiry or complaint to the Complaints Officer at any time by sending an email to: [feedback@aon.com.au](mailto:feedback@aon.com.au).

More complex complaints may take 45 days to resolve. We may request an extension of time for up to another 45 days if we cannot resolve the complaint within this period.

If you are not satisfied with our response or proposed resolution, you may refer your complaint to the Financial Ombudsman Service (FOS). FOS provides a conciliation and arbitration service to assist consumers in the resolution of complaints. FOS services are free to complainants. FOS deals with all complaints in accordance with the FOS Rules. You can obtain a copy of these from FOS or from the website at [www.fos.org.au](http://www.fos.org.au).

You can contact the FOS on 1800 367 287.

## Professional indemnity insurance

In accordance with the requirements of the Corporations Act, Aon Hewitt maintains adequate Professional Indemnity Insurance. This insurance cover extends to claims in relation to our conduct as an AFSL holder and our employees and representatives both past and present, to compensate clients or their beneficiaries for loss or damage suffered if we provide negligent advice

## Privacy

We value the privacy of personal information and are bound by Privacy laws when we collect, use, disclose or handle personal information to offer, provide, manage and administer the services outlined in this FSG.

Please visit our website at [www.aonhewitt.com.au/privacy](http://www.aonhewitt.com.au/privacy) if you would like a copy of our Privacy Policy or wish to seek access to, or to correct, the personal information we hold or disclose about you.

## Collection and use of corporate client information

Aon gathers data containing information about its corporate clients and their insurance placements, including, but not limited to: names, industry codes, policy types, and policy expiration dates, as well as information about the insurance companies that provide coverage to its clients or compete for its clients' insurance placements.

This information is maintained in one or more databases, including Aon's Global Risk Insight Platform (GRIP), developed to help (re)insurers strengthen their value proposition to clients with a focus on creating distinctive value for clients. In addition to being used for the benefit of Aon's clients, these databases also may be accessed by other Aon Group companies for other purposes including providing consulting and other services to insurers (whether as part of Aon's GRIP services or otherwise), for which the Aon Group may earn compensation.

Due to the global nature of services provided by the Aon Group, the information you provide may be transmitted, used, stored and otherwise processed outside the country where you submitted that information. Aon may also subcontract incidental and non-core aspects of services, such as IT infrastructure and support. If you have questions about Aon Group data processing or related compensation, please contact your Aon Client Relationship Manager.

## Further information

If you would like further information about us or our services, please contact your local Aon office, or use the contact details on the back page of this FSG.

## Contact information

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# About Aon Hewitt

Part of Aon plc, Aon Hewitt is the global leader in human resource consulting and outsourcing solutions. Our services focus on helping organisations mitigate risk in their workforce and realise the untapped potential of their employees. We also help individuals maximise their wealth to enable people to live the life they want.

In Australia, our team of experts partner with your organisation to develop and deliver people strategies that achieve positive business outcomes in the areas of:

- superannuation and retirement
- financial advice
- workers' compensation
- work, health and safety
- workforce risk solutions
- employee benefits
- talent, leadership and employee engagement
- remuneration and incentives
- total rewards
- actuarial services
- mergers and acquisitions.

With more than 30,000 professionals in 90 countries, Aon Hewitt makes the world a better place to work for clients and their employees.

Aon Hewitt is the global talent, retirement and health solutions business of Aon plc.

For more information on Aon Hewitt, please visit [aonhewitt.com.au](http://aonhewitt.com.au).

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