FINANCIAL SERVICES GUIDE

Issue Date: 26 September 2022

This Financial Services Guide (FSG) is issued by Allianz Australia Life Insurance Limited (ABN 27 076 033 782, AFSL 296559) (AALIL) in connection with its retirement income solutions business. Allianz Retire Plus (Allianz Retire+) is a business name of AALIL.

About this Financial Services Guide

This FSG is an important document. The purpose of this FSG is to help you consider whether to use our financial services, as set out in this FSG. This FSG contains important information about:

- who we are and how to contact us;
- the financial services we offer;
- how we and other relevant parties are remunerated;
- your privacy; and
- who to contact if you have a complaint.

This FSG is not intended for 'wholesale clients' as defined by the Corporations Act 2001 (Cth). References to 'you' and 'your' refer to potential clients who are not 'wholesale clients'.

Other documents you may receive

We currently provide general advice about our products on our website at www.allianzretireplus.com.au. However, if you engage with us regarding any new products in the future, you may also receive other important documents.

Product Disclosure Statement

We will provide you with a Product Disclosure Statement (PDS) relevant to a product that we issue which you should read before acquiring that product. The relevant PDS will assist you to make an informed decision about investing in that product. It contains information about the product and includes the costs and details of other fees and charges which may apply, including (if applicable) any fees or other benefits payable to financial advisers.

To obtain additional information

This FSG contains general information about the financial services that we provide. When providing these services, we act on our own behalf. If you require more information, please contact us. See Contact Details section below.

The financial services we are authorised to provide

We are authorised to carry on a financial services business to provide the following financial services to retail and wholesale clients:

- provide general financial product advice for the following classes of financial products:
  - deposit and payment products;
  - derivatives;
  - foreign exchange contracts;
  - debentures, stocks or bonds issued or proposed to be issued by a government;
  - life products including investment life insurance products, 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;
  - Interests in managed investment schemes excluding investor directed portfolio services;
  - securities; and
  - superannuation.
- deal in respect of the following classes of financial products:
  - derivatives;
  - foreign exchange contracts; and
  - life products including investment life insurance products, 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.
- provide a claims handling and settling service.

Where AALIL provides advice, this is limited to general financial product advice in the materials we may produce, which would include promotional videos, investment newsletters, investor reports, outputs from tools and calculators, answering client enquiries, and other website or marketing material. This information generally relates to investing in retirement products, retirement product features, managing risk and return, market commentaries and economic overviews.

We are responsible for the financial services provided to you under our Australian Financial Services Licence (AFSL). We do not act as a representative for any other AFSL holder.

How are we "Powered by PIMCO"?

PIMCO Australia Pty Ltd (ABN 54 084 280 508, AFSL 246862) (PIMCO Australia) provides investment management services and other support services to AALIL. Neither PIMCO Australia, nor any other member of the PIMCO group of companies (PIMCO Group), is the issuer or promoter of any product that may be issued by AALIL, or is liable to any investor in, or any other beneficiary of a policy that may be issued. No member of the PIMCO Group, including PIMCO Australia, guarantees the performance of any product that may be issued, or any withdrawal or other payment, including the repayment of capital invested and the return of income, from any such product.

No personal advice to retail clients

We provide general advice only, and do not provide personal advice to retail clients. You may wish to obtain advice from a licensed financial adviser who fully understands your individual objectives, financial situation and needs before you make any investment decision.

How we and others are remunerated for the financial services we provide

We do not receive any remuneration for providing the general advice in our materials. However, once we issue any product, we will receive fees from the products. Details of this will be contained in the relevant PDS.

Our staff members receive compensation, which includes salary and may include discretionary incentives and non-monetary benefits. Any such payments or benefits are not an additional cost to you and do not relate directly to the financial services we provide.

Related parties and service providers

We have engaged PIMCO Australia and Allianz Investment Management U.S. LLC, and may in future engage other investment managers to manage investments relating to our products. Each receive fees for the services they provide, based on funds under management.

Conflicts of interest

In the event of any conflict (actual or potential) between the interests of clients, ourselves and our related parties, and other parties (including our service providers), we will comply with our statutory duties to manage conflicts of interest, including our duties under the Life Insurance Act 1995.

Our established policies, procedures and organisational arrangements are set up to manage conflicts of interest.

Privacy

Your privacy is important to us. We have in place a Privacy Policy which sets out our legal obligations in respect of your privacy. Our Privacy Policy is available on our website at www.allianzretireplus.com.au.

Compensation arrangements

AALIL is insured under a current professional indemnity insurance policy. These arrangements comply with the requirement under section 912B of the Corporations Act 2001 (Cth). This insurance covers claims in relation to our past and present employees.

How we deal with complaints - our dispute resolution system

We want to resolve any complaint you have as quickly as possible. If you have an issue you would like to work out, please call us on 1300 371 136 between 8.30am and 5.30pm (AET), Monday to Friday, or write to us at GPO Box 4181, Sydney NSW 2001.

If your complaint is not resolved within 30 days and to your satisfaction, you may also contact the Australian Financial Complaints Authority (AFCA).

A dispute can be referred to AFCA subject to its terms of reference. AFCA provides a free and independent dispute resolution service for consumers who have disputes falling within its terms.

Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001
1800 931 678
Website: www.afca.org.au
Email: info@afca.org.au

Contact details

You may generally contact us or give us instructions by email, telephone, in writing or other means pre-arranged with us. How you give us instructions will depend on the services we provide to you and what we have agreed with you. These details are generally set out in the relevant PDS or other documentation issued by us.

1300 371 136
between 8.30am and 5.30pm (AET), Monday to Friday

GPO Box 4181, Sydney,
NSW 2001

help@allianzretireplus.com.au