

Financial Services Guide

This Financial Services Guide (FSG) describes the financial services offered by Toyota Finance Australia Limited ABN 48 002 435 181, Australian Financial Services Licence and Australian Credit Licence 392536 (we, us or our) and is designed to assist you in deciding whether to use our services. It explains our remuneration, and how any complaints you may have will be dealt with. We give you the FSG when you ask to discuss insurance with us.

We will also give you a Product Disclosure Statement (PDS) prior to purchasing any product from us. The PDS sets out information about the insurance policy to help you decide whether to acquire the policy.

Our services

We provide finance and insurance services to customers and are the holder of an Australian Financial Services Licence Number 392536. We are authorised to issue, and provide general advice to customers on, general insurance products, and life insurance products limited to consumer credit insurance.

If we provide you with advice, it is general in nature and does not take into account your objectives, needs or financial situation. Before making a decision to purchase any insurance on which we provide advice, you should consider the appropriateness of the advice for your objectives, needs and financial situation, and also obtain and consider the PDS for the product.

Who we act for

We have arrangements with a number of insurers and AFS licensees to offer insurance services. When we provide you with insurance, we act as an agent for the insurer. We have a binding authority with Aioi Nissay Dowa Insurance Company Australia Pty Ltd ABN 11 132 524 282, AFSL Number 443540 (Adica). This means that when we issue an insurance policy underwritten by Adica, we are acting for the insurer and not on your behalf. All insurance underwritten by Adica is issued by us under this binder agreement, except if you have purchased your insurance online from Toyota Insurance, in which case we have arranged for Adica to issue the insurance for you. However, in all cases we still act as the agent of the insurer. We also share some common ownership with Adica.

How we are paid

We receive a commission on new business and renewals calculated as a percentage of the base premium (the premium less GST and other government taxes and charges), or a fixed dollar fee, or both for the insurance services we provide to you. The commission and fees are paid to us by the insurer.

We may also receive a profit share commission from some insurers if we generate a certain amount of business. The amount of the profit share commission depends on the performance of the portfolio.

You can ask for more information about our remuneration within a reasonable period after receiving this FSG and before we provide you with any insurance services described in this FSG, unless we agree otherwise.

What if you have a complaint?

If you are unhappy with our service, please discuss the matter with the staff member who provided your initial service. If the staff member is unable to resolve your concern, you can contact us by calling 137 200 or emailing complaints@toyota.com.au

If you are unhappy with our decision, you may refer your dispute to the Australian Financial Complaints Authority (AFCA). There is no charge for this service, and a decision of AFCA is binding on us but not on you. You can contact AFCA by calling 1800 931 678 or emailing info@afca.org.au.

Professional indemnity insurance

We and our employees are covered under professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act. The insurance (subject to its terms and conditions) will continue to cover claims in relation to our employees who no longer work for us (but who did at the time of the relevant conduct).

How we use your personal information

TFAL, your motor dealer, and your salesperson are committed to protecting your privacy. We use and disclose the information you provide to issue your insurance and for any other purposes outlined in our privacy policy. If you don't provide us with full information, we may not be able to provide you with insurance. We do not rent or sell your information. For more information about how to access the personal information we hold about you, how to have the information corrected and how to complain if you think we have breached the privacy law, ask us for a copy of our Privacy Policy or visit our website.