



Self storage and customer goods insurance

Dear customer,

Thank you for your interest in self storage and customer storage insurance.

Please find attached to this email the following documents:

1. Your completed Customer Storage Insurance Application Form which outlines your selected sum insured and unique document number.
2. QBE Product Disclosure Statement.
3. Distributor notice

You can also access the following documents via the hyperlinks below:

4. [Aon Financial Services Guide](#).
5. [Aon Privacy Notice](#).

Important Distributor Notice

Our self-storage office act as a distributor of Customer Storage Insurance (Distributor) for Aon Risk Services Australia Limited ABN 17 000 434 720 AFSL 241141 (Aon). Aon is licensed and authorised to deal in and provide financial advice in relation to all general insurance products.

As a Distributor of Aon, we are authorised to deal in the Customer Storage Insurance product offered by it.

As a Distributor we can assist you in arranging Customer Storage Insurance, however we are unable to provide you with any advice, recommendation or our own opinion in relation to these insurance products. Information we may provide you on Customer Storage Insurance, including representations as to features of Customer Storage Insurance, is not intended to be financial advice, and should not be construed or relied on as such. You should read the Customer Storage Insurance Product Disclosure Statement and the Aon Financial Services Guide carefully, assess whether Customer Storage Insurance is appropriate for you, and consider talking to an adviser before deciding to purchase Customer Storage Insurance.

We receive the amount paid by you for access to the storage insurance benefits that we have arranged under our policy of insurance with QBE.

A copy of the Aon Financial Service Guide and insurer Product Disclosure Statement will be made available to you. Aon's Financial Services Guide can also be accessed through Aon's website. Please consider these documents before deciding whether the relevant Customer Storage Insurance is right for you.

Option to opt out or cancel insurance

We are required by law to provide you the message below in relation to customer storage insurance and wait four days until we can issue you this insurance.

We will contact you after this period by sms or email to seek your confirmation that you still wish to proceed with purchasing customer storage insurance. **If we do not receive your confirmation at that time, you will not have insurance cover for your goods in storage.**

The message we are required to provide you by law is as follows:

Dear customer

You can say no to being sold this add-on insurance. It is not compulsory.

We wait 5 days before processing your payment for your insurance as an 'extra' to your main purchase.

You can opt out or say 'no' to being contacted about customer storage insurance sold by Inverloch Self Storage by email or via either of the contact details below.

If you are unsure, consider your situation and ask yourself:

Do I need and understand this insurance?

Consider what the policy covers and what it excludes. You may already have other insurance or arrangements that will cover any potential loss or damage.

Could I get a better deal somewhere else?

Consider if another insurance product or company can better meet your needs. You may be able to shop around for a better deal.

For more information, visit <https://Moneysmart.gov.au/add-on-insurance>

Facility contact details:

Inverloch Self Storage

Ph: 0447 635 556

E-m: admin@inverlochselfstorage.com

This Customer Information is provided as a requirement of the *Australian Securities and Investments Commission Act 2001* to reduce the number of poor-quality insurance products being sold in Australia.

If you have a concern or complaint about the Customer Storage Insurance we have provided you as a Distributor of Aon, you should contact Aon's Complaints Manager at:

Complaints Manager

Aon Risk Services Australia Limited

GPO Box 4189 Sydney NSW

2001

au.compliance@aon.com

If you are not satisfied with the outcome determined by the Complaints Manager, you may contact the Australian Financial Complaints Authority (AFCA) who is an independent external dispute resolution body. AFCA's contact details are as follows:

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

Mail: GPO Box 3 Melbourne VIC 3001