

Financial Services Guide for Cerberus Special Risks and Petcover

Effective 1 August 2008.

This Financial Services Guide (FSG) has been designed to help you make an informed decision about whether to use the financial services provided by Cerberus Special Risks Pty Ltd and its Authorised Representative Petcover.com.au Pty Ltd.

It also contains information about how they are remunerated for providing these services and how your complaints are dealt with.

If you are a retail client and we arrange an insurance policy for you, we will give you a Product Disclosure Statement when required. It is prepared by the insurer and is designed to give you important information on the features, benefits and risks of the policy to assist you in making an informed decision about whether to buy the product or not. It may be more than one document.

About Cerberus Special Risks

Cerberus Special Risks Pty Ltd (Cerberus) ABN 81 115 932 173 AFS Licence No 308461 of 5/24 York Street, NSW 2000 is an Australian Financial Services Licensee authorised to deal in and provide general advice on general insurance products.

Cerberus has been authorised by the insurer Calliden Limited ABN 43 110 186 224 AFS License No 284889 (Calliden) to act on its behalf in arranging, issuing, varying and canceling Pet Insurance products. Cerberus has a binding authority which means it can enter into, vary or cancel the products without reference to the insurer provided it acts within the binding authority. In all aspects of this insurance Cerberus acts for the insurer and not you.

About Petcover

Petcover.com.au Pty Ltd (Petcover) ABN 97 117 476 990 of 5/24 York Street, Sydney NSW 2000 has been appointed as an authorised representative of Cerberus Special Risks (AR No. 312054). Cerberus has authorised it to act on Cerberus's behalf in arranging, issuing, varying, canceling, providing general advice in relation to, the insurer's Pet Insurance products.

Petcover is authorised to act under the same binding authority that Calliden has given to Cerberus Special Risks but cannot handle or settle any claims.

Petcover acts on behalf of Cerberus Special Risks and Calliden and not you.

General Advice Warning

It is important you understand and are happy with the Pet Insurance product Cerberus Special Risks and Petcover can arrange. Any advice we provide you is general in nature and is not necessarily appropriate for your individual objectives or needs. Because of this, before you make any decision in relation to the product, you should read the Product Disclosure Statement, available at www.petcover.com.au to ensure that it is suitable for you.

Remuneration

Petcover receives a commission which is a percentage of the premium you pay for the Pet Insurance. It is only paid if you buy the policy.

Petcover's employees and representatives receive an annual salary including bonuses based on performance criteria which can include sales performance.

Petcover may also pay other persons who refer their customers to them a commission which is a percentage of the commission paid to Petcover or an agreed fee. This is only paid if the customer buys a policy.

If you would like more detail about the remuneration that Petcover, Cerberus or any referrer receives please ask us and we will provide it to you.

How you can give us instructions

If you would like to give us instructions, please contact Petcover on 1300 731 324.

Cerberus Special Risks can be contacted on 02 8263 0404.

If you have a complaint

If you have a complaint about the services provided to you, please tell Petcover. If they are not able to satisfactorily resolve your complaint, please contact Cerberus Special Risks who has an internal dispute resolution system designed to seek to resolve any complaints or disputes that may arise. To access it you can either call 02 8263 0404 or put the complaint in writing and send it to 1306 World Tower 87 – 89 Liverpool Street Sydney NSW 2000.

Calliden also has a dispute resolution process that is set out in the Product Disclosure Statement.

If your complaint is still not resolved to your satisfaction, you may contact the Insurance Ombudsman Service Limited (IOS) which is an independent external dispute resolution body.

For more information or to access the IOS process please call 1300 780 808. The distribution of this FSG by Petcover has been authorised by Cerberus.

This FSG was prepared on 2 April 2007 and remains valid until a further FSG is issued to replace it.