

**THE GOOD GUYS®**

# MOBILE EXTRAS

*Issued by* **square  
trade**

## FINANCIAL SERVICES GUIDE

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This Financial Services Guide (**FSG**) describes the financial services provided by The Good Guys Discount Warehouses (Australia) Pty Ltd (ABN 48 004 880 657) (**The Good Guys**) and is designed to assist you in deciding whether to use those services. It explains The Good Guys remuneration, and how any complaints you may have will be dealt with. In addition to this FSG, The Good Guys will provide you with a Product Disclosure Statement (**PDS**) prior to you purchasing a The Good Guys Mobile Extras plan. The PDS sets out information about The Good Guys Mobile Extras to help you decide whether to acquire it.

## OUR SERVICES

The Good Guys is appointed as a corporate authorised representative (Authorised Representative number 001273664) of SquareTrade Australia Pty Ltd (ABN 52 631 111 861, Australian Financial Services (AFS) Licence Number 525628) (**SquareTrade**) with authority to deal in The Good Guys Mobile Extras plans, by arranging for SquareTrade to issue, apply for, acquire, vary or dispose of the product. Your salesperson is an employee of The Good Guys and is also an authorised representative of SquareTrade.

The Good Guys is not authorised to give you any financial product advice in relation to The Good Guys Mobile Extras. The Good Guys will provide you with factual information about The Good Guys Mobile Extras only.

Before purchasing The Good Guys Mobile Extras, you should carefully read the PDS and consider whether The Good Guys Mobile Extras meets your objectives, financial situation and needs.

## WHO WE ACT FOR

The Good Guys acts as an agent of SquareTrade in arranging for SquareTrade to issue, apply for, vary or dispose of The Good Guys Mobile Extras plans. This means that The Good Guys acts on behalf of SquareTrade and not on your behalf. Salespeople in The Good Guys stores act on behalf of The Good Guys, and therefore also act as agents of SquareTrade.

## HOW WE ARE PAID

SquareTrade pays The Good Guys a monthly fee of between \$0 and \$4.72 (exclusive of GST) for each The Good Guys Mobile Extras monthly subscription plan sold, and for each The Good Guys Mobile Extras fixed term plan, a one-off payment of between \$0 and \$36 (exclusive of GST).

The Good Guys may also receive ad hoc remuneration from SquareTrade to conduct other incidental activities including undertaking marketing campaigns or promotions to advertise The Good Guys Mobile Extras. The Good Guys and its related bodies corporate may also receive bonus payments if total sales of The Good Guys Mobile Extras and similar products issued by SquareTrade (across several business divisions operated by The Good Guys and its related bodies corporate and across retail and wholesale clients) exceed certain targets agreed with SquareTrade.

Salespeople in The Good Guys stores are employed by The Good Guys and are paid a salary or wages. Bonuses may be paid in some circumstances, which can be based on performance against sales targets and other performance criteria. Salespeople in The Good Guys stores may also receive an incentive payment from The Good Guys of up to \$10 for each The Good Guys Mobile Extras plan they sell.

You can ask for more information about the remuneration received by The Good Guys by contacting The Good Guys (using the contact details set out below) within a reasonable period after receiving this FSG and before a The Good Guys Mobile Extras plan is issued to you, unless agreed otherwise.

### **WHAT IF YOU HAVE A COMPLAINT?**

If you have any complaints regarding the financial services provided by The Good Guys, you can contact SquareTrade by calling 1800 430 831 or by sending an email to: [protectionhelp@squaretrade.com.au](mailto:protectionhelp@squaretrade.com.au)

SquareTrade will put you in contact with someone who can help to resolve the complaint.

SquareTrade will attempt to resolve the matter in accordance with its Internal Dispute Resolution process. To obtain a copy of SquareTrade's procedures, please contact SquareTrade.

A dispute can be referred to the Australian Financial Complaints Authority (AFCA), subject to the AFCA Rules, if you are dissatisfied with how SquareTrade managed your complaint in accordance with its Internal Dispute Resolution process. Its services are independent and SquareTrade is bound by determinations made by it in accordance with its terms of reference.

You can contact AFCA by calling 1800 931 678 or going to <https://www.afca.org.au>

### **PROFESSIONAL INDEMNITY INSURANCE**

The Good Guys and its employees are covered under SquareTrade's professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act 2001 (Cth). The insurance (subject to its terms and conditions) will continue to cover claims in relation to The Good Guys employees who no longer work for The Good Guys (but who did at the time of the relevant conduct).

### **HOW WE USE YOUR PERSONAL INFORMATION**

The Good Guys will collect personal information from you for the purposes of arranging for SquareTrade to issue The Good Guys Mobile Extras plan to you. The Good Guys may also use any such personal information collected from you for the purposes of marketing its products and services to you. For further information about The Good Guys's practices in relation to personal information, please refer to its privacy policy, which is available from the The Good Guys website ([www.thegoodguys.com.au](http://www.thegoodguys.com.au)). The Good Guys will also disclose the personal information that it collects from you to SquareTrade for the purposes of allowing SquareTrade to perform its obligations in relation to your The Good Guys Mobile Extras plan.

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## Phone Swap or Screen Replacement

Visit **squaretrade.com.au** anytime, 24/7  
Select 'File a service request'

## Upgrades & Tech Support

1800 430 832

## Apple Service & Support

(Monthly subscription customers only)  
1300 321 456

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