

**Ken Tame and Associates News****Updated Financial Services Guide - FAQ's**

You, the policyholder, recently received an updated Ken Tame and Associates Pty Ltd Financial Services Guide (FSG) via email or your nominated postal address.

**Why did we send the FSG to you?**

Following a review of our disclosure documentation, we identified three disclosure errors, two in the wording of the FSG and one in the insurance schedule which we have fixed and are now correctly disclosed in the updated FSG and the insurance schedule.

**What has changed?**

There was a change to the FSG wording. The FSG was updated to clearly disclose:

- the \$30 Policy administration fee is payable to Ken Tame & Associates Pty Ltd; and
- the fee payment to Campervan and Motorhome Club of Australia Limited is 5% of the premium paid by you (premium excludes stamp duty, fire services levy, GST and other Government taxes, charges or levies).

The insurance schedule was amended to disclose the GST amount on the policy administration fee.

**What has not changed?**

There was no change in the premium or fees payable by you and there is no change in the policy coverage.

**What do I need to do?**

You do not need to take any action. The FSG is an important document. Keep it in a safe place or go to [www.kentame.com.au](http://www.kentame.com.au) to download it.

**Which policies are affected?**

All Ken Tame & Associates Pty Ltd recreational vehicle and private motor vehicle policies are covered in the updated FSG.

Should you have any further queries, please contact us on 1800 582 582 or via email at [info@kentame.com.au](mailto:info@kentame.com.au)

Kind regards,

Con Tsobanopoulos

CEO

Ken Tame & Associates Pty Ltd

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