

Financial Services Guide

31 October 2025

About this document

This Financial Services Guide (FSG) is an important document issued by Acenda, the registered business name of Nippon Life Insurance Australia and New Zealand Limited ABN 90 000 000 402. Any references to 'we', 'us' and 'our' throughout this document are references to Acenda.

As a member of the Nippon Life Group, Acenda is the issuer and insurer of each Consumer Credit Insurance (CCI) and life insurance products referred to in this FSG. Acenda holds an Australian Financial Service Licence (AFSL) No. 230694, as well as a life insurance registration from the Australian Prudential Regulation Authority (APRA) to operate as a life insurer.

This FSG provides information about our financial services and products so that you can decide whether to use them. It also provides details about:

- our products
- our history
- how to contact us
- other disclosure documents
- the financial services we're able to provide retail customers under our AFSL
- how our company, staff, and third parties are paid for the services we provide
- our internal and external complaints handling procedures, and how to use them.

Acenda – our story

At Acenda, we're committed to providing the care, confidence, and support to help our customers live abundant, empowered lives.

For over 135 years, we've been helping to protect what our customers have worked for and value most – their futures, and those of their loved ones – through access to innovative and flexible insurance solutions.

Our enduring commitment is to put our customers first. Combining local experience with global expertise, we offer market-leading products, efficient claims processing, and exceptional customer service.

Our Financial Services

Our AFSL authorises us to give general advice about life insurance products that insure individuals and groups.

We also can issue life risk insurance products, investment life insurance products, and CCI products (referred to as 'Acenda Products'). Our AFSL also lets us vary or bring an end to those products on request by a customer or when permitted by the terms and conditions.

Our authorisations also include super products for those who prefer an eligible Acenda life insurance product to be held in a super fund.

Our currently available product types are:

- CCI products – designed specifically to help cover repayments due on home and personal loans
- life insurance products – can be used to help cover debts, expenses or as part of estate planning by insuring against death, short term disability, long term disability or diagnosis of a listed serious illness.

Our advice is not independent

We have prepared this FSG as we may contact you to offer general advice, invite you to apply for a new Acenda product, work with you to make changes to an existing Acenda product, or help you end your arrangement with us. Please note that our staff are employed by us, act on our behalf, and do not provide independent or impartial advice.

General advice on Acenda Products Only

For Acenda Products (including any that you hold in a super fund as a superannuation product), we can also

- give general advice and information to customers deciding to buy, vary or end the product
- arrange for the product to be issued, varied or ended.

Before deciding to buy or change an Acenda product, you will need to consider whether it will provide insurance that is appropriate to your current objectives, financial circumstances and needs.

Our general advice authorisations allow us to give general guidance and suggestions about our products. We are responsible for the actions of our staff who provide this service. However, it's important to note that we do not:

- act on your behalf or as your agent
- take into account your unique objectives, financial situation or needs. Only an appropriately licensed or authorised financial adviser can provide personal financial product advice.

Any information we provide will be general guidance or factual information about our products. We can help you locate a financial adviser who is permitted to provide personal financial product advice that takes into account your unique objectives, financial situation, and needs. However, we do not endorse, represent or act on behalf of any financial advisers or organisation.

Other documents for you

If you don't already have it, we will always make an Acenda product's Product Disclosure Statement (PDS) available to you before you buy a new Acenda product, along with the target market determination (TMD). These contain important information to help you assess its suitability, decide if it's appropriate for you, and identify who issues it when it's not Acenda.

You should carefully read the PDS and TMD to consider whether the Acenda Product is suited to your situation before deciding to buy the product or to vary or end an Acenda Product you already hold. The PDS sets out the product's features, exclusions, terms and conditions, and information about costs and fees. The product TMD identifies customer groups who it might typically suit.

How we are paid and pay others

Acenda will not charge any fees for providing general advice for Acenda products. If you decide to buy an Acenda product, the PDS explains how premiums are calculated and any product fees you'll need to pay. A quote will be provided to you based on the cover you select. We do not charge you or receive any payment for our services other than the premiums and any fees you pay for your selected Acenda product.

Any fees or commissions we receive from providing general advice or arranging for the issuing, varying or ending of a financial product issued by a third party will generally be disclosed in the PDS for the product.

The benefits our staff receive

Acenda staff are salaried employees and our directors receive fixed fees. No payments are directly affected by premiums or product fees of individual customers, or directly referable to any product or service.

Our staff may receive performance-based bonuses as well as other payments or non-monetary benefits such as hospitality, awards, conference invitations, gift cards and other small non-monetary benefits under Acenda employee incentive or recognition programs. They do not receive commissions and the remuneration they may receive is not linked to sales revenue.

Eligibility for monetary benefits depend on Acenda's overall financial performance, the quality of an employee's work, adherence to our risk and compliance framework and in some cases balanced scorecard measurements linked to general advice and product sales. Staff do not know in advance if they will qualify for a payment or its amount.

Service providers and strategic partners

Acenda may engage and pay third parties to provide financial services to us or our customers on our behalf. If the third party does not have an AFSL, we may issue a written authorisation to act under our AFSL.

Fees and commissions may be paid to strategic partners who develop, distribute and administer products we issue and to trustees of super funds that agree to hold Acenda products.

Financial benefits we may pay to other parties

We may pay commissions, fees, or both to a third party (or their corporate group) such as your banker, or broker if they refer you to us and you then buy an Acenda product because of that referral. We may also make these types of payments if you buy an Acenda product through a financial adviser or other third party. These commissions and fees are for having connected you to your Acenda product or for administration or other services the third party provides.

The amount we pay depends on the premium and any fees you pay for the Acenda product you buy and the arrangement we have made with the third party.

For CCI products, the most we pay is 20% of the price we receive for the first year of the insurance.

For life insurance products, our payments sometimes use a fixed rate of 20% or more of the price received for each year of insurance. Otherwise, we might pay up to:

- 60% of the price you pay us for the first year of your insurance, and on any extra price we receive for the first year of any extra cover you may later buy under your product, plus
- 20% of the price you pay us from its second year onward to continue your insurance.

Rates are usually higher for policies issued before 2020 and an extra 10% for GST is usually added, including to payments using the above rates.

None of these payments are charged to you separately – you pay only the premiums and fees that apply under your product, which already take them into account.

Relationships and associations

Acenda is a member of the Nippon Life Group. Founded in 1889, Nippon Life Group is one of the world's leading life insurers, with 14 million customers and an unwavering customer-focused culture.

In October 2025, Resolution Life Australasia Limited joined Acenda as another member of the Nippon Life Group, strengthening its commitment to the Australian life Insurance Market.

If you buy a life insurance product issued by another member of the Nippon Life Group of companies, it may pay fees and commissions to us in the future if we provide services for that product. Similarly, we could pay fees and commissions to other members of the Nippon Life Group for future services they may supply.

Ongoing payments to NAB outlined in the section above for an Acenda product you acquired through NAB or from a NAB referral. We may also pay NAB an annual fee to contribute to the costs of servicing information requests for complaints and claims for Acenda products that are no longer for sale through NAB.

Our dealings with you

Our staff who are authorised to provide general advice may contact you by email or phone (including SMS or text message) if you have agreed to this. These staff will only provide information and general advice about Acenda products that we have authorised them to provide. Otherwise, our contact with you will be limited to servicing and administrative matters.

Compensation arrangements

Acenda is regulated by APRA, whose role is to ensure we continue to meet strict legally enforceable financial standards. Our APRA regulated status excuses us from Australian Securities and Investments Commission supervised laws about compensation arrangements. Acenda also has professional indemnity insurance in place to help meet its liabilities to third parties arising out of its activities.

Contacting us

If you have a question, request, instruction or complaint about Acenda, our products, services, staff or the handling of a complaint, please call us between 8.30am and 6pm (AEST/ AEDT), Monday to Friday to discuss your concerns on:

- **13 65 25** (Toll free 1800 062 061) or
- **+61 2 9121 6500** if overseas (charges apply)
- **1300 555 727**, if your hearing is impaired, or please visit accesshub.gov.au/about-the-nrs to contact us via your preferred NRS call channel
- **13 14 50** for interpreting or translation services

Our complaints procedure

If you have an enquiry or complaint about our organisation, related to our products, services, staff or the handling of a complaint, please contact us on the details above.

If we are unable to resolve your issues to your satisfaction, we will put you in contact with our Internal Complaints Resolution Team. For more information, please visit acenda.com.au/support/customer

You can contact the Internal Complaints Resolution Team via email resolve@acenda.com.au or

The Complaints Manager
Acenda
PO Box 23501
Docklands VIC 3008

If you're not satisfied with the resolution provided by our Internal Complaints Resolution Team, or we haven't responded to you 30 calendar days (45 days for super complaints), you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is an independent body that provides a complaint resolution service free of charge to customers. You can contact AFCA at any time, in writing, by email or by phone. AFCA's contact details are below:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Phone: **1800 931 678**
Email: info@afca.org.au
Web: afca.org.au

Privacy

We will collect personal information about you (including sensitive information). We need to do this to process your application for insurance and any claims you may make on the insurance. We also need to do this to administer your insurance policy. Any personal information collected about you will be handled in accordance with our Privacy Policy available at acenda.com.au/privacy-policy

We may disclose your personal information to other companies of the Nippon Life Group, to third parties (including some located outside Australia) and to government or regulatory bodies when required or authorised by law. Our Privacy Policy has more information about the third parties we may disclose personal information to and the reasons for doing so.

When collected by a super fund or other third party, information will be used, handled and disclosed according to the privacy policy and collection statements of that third party.

If you have a question or concern about how we have handled your personal information, we want to hear from you and resolve it where possible.