



IMPORTANT INFORMATION

EIS Commercial Motor Vehicle Insurance (the Insurance Policy) is issued by Experience Insurance Services Pty Ltd, ABN 41 657 596 506 AFS Licence Number 539078 (EIS), as agent for the insurer The Hollard Insurance Company Pty Ltd, ABN 78 090 584 473, AFS Licence Number 241436 (Hollard), and arranged by upcover Pty Ltd ABN 17 628 197 437, Corporate Authorised Representative Number 1299211 (Upcover) as authorised representative of EIS.

Custom Services Leasing Pty Ltd, trading as Custom Fleet Australia, ABN 60 073 245 084 (Custom Fleet) is the policyholder of the Insurance Policy and has been authorised by EIS to extend cover under the Insurance Policy to lease customers of Custom Fleet. As part of this arrangement, Custom Fleet has been appointed as a distributor of EIS pursuant to [ASIC Corporations \(Basic Deposit and General Insurance Product Distribution\) Instrument 2025/520](#) to arrange general insurance on its behalf. Custom Fleet does not provide any advice on the Insurance Policy.

Cover is subject to policy terms, conditions, limits and exclusions. Before making a decision in relation to this insurance, you should consider the Product Disclosure Statement (PDS) (available at www.eisinsurance.com.au).

The Insurance Policy is a contract of insurance between Custom Fleet and the insurer. If you have cover under the Insurance Policy, you are able to claim under the policy but you are not a party to the contract of insurance. Only Custom Fleet is able to vary or cancel the Insurance Policy.

How we are paid

If you acquire cover under the Insurance Policy, EIS will receive a commission from Hollard of 10% of the premium attributable to your cover. The entirety of that commission is paid to Upcover. Upcover then pays 50% of any commission received to Custom Fleet. In addition to the commission, EIS may receive a profit share paid by Hollard. Ask us for further details before we provide you with our services.

If you have a complaint

If you have a complaint about the insurance or related services, you can contact EIS:

- Phone: +61 2 7247 2440 (8am-6pm AEST, Monday-Friday)
- Email: complaints@eisinsurance.com.au

- Address: Tower 3 Level 17, 300 Barangaroo Avenue, Barangaroo NSW 2000

You can make your complaint verbally or in writing. Please provide as much detail as possible and EIS will do its best to resolve your complaint straight away. If EIS can't resolve your complaint immediately, EIS will escalate the complaint to its Internal Dispute Resolution Committee who will review your complaint and provide a written response.

If you are not happy with EIS' decision, or EIS have taken more than 30 days to respond to you from the date you first made your complaint, you may be eligible to contact the Australian Financial Complaints Authority (AFCA) at:

The Australian Financial Complaints Authority

Phone: 1800 931 678

Website: www.afca.org.au

Email: info@afca.org.au

Mail: GPO Box 3 Melbourne VIC 3001

AFCA is a free and independent external dispute resolution service for consumers and small businesses.

AFCA has authority to hear certain complaints and can advise you whether your dispute falls within their terms of reference. Any determination AFCA makes is binding on EIS, providing you accept their determination. You have the right to seek further legal assistance.

Important: Your dispute must be referred to AFCA within 2 years of the date of EIS' final decision.

