

Annexure B

*Please copy the text below onto your letterhead*

**Important Distributor Notice**

Our self-storage office (we) act as a distributor of Customer Storage Insurance (Distributor) for Aon Risk Services Australia Limited ABN 17 000 434 720 AFSL 241141 (Aon). Aon is licensed and authorised to deal in and provide financial advice in relation to all general insurance products.

As a Distributor of Aon, we are authorised to deal in the Customer Storage Insurance product offered by it.

As a Distributor we can assist you in arranging Customer Storage Insurance, however we are unable to provide you with any advice, recommendation or our own opinion in relation to these insurance products. Information we may provide you on Customer Storage Insurance, including representations as to features of Customer Storage Insurance, is not intended to be financial advice, and should not be construed or relied on as such. You should read the Customer Storage Insurance Product Disclosure Statement and the Aon Financial Services Guide carefully, assess whether Customer Storage Insurance is appropriate for you, and consider talking to an adviser before deciding to purchase Customer Storage Insurance.

We receive the full amount paid by you for access to the storage insurance benefits that we have arranged under our policy of insurance with QBE.

A copy of the Aon Financial Service Guide and insurer Product Disclosure Statement will be made available to you. Aon's Financial Services Guide can also be accessed through Aon's website. Please consider these documents before deciding whether the relevant Customer Storage Insurance is right for you.

If you have a concern or complaint about the Customer Storage Insurance we have provided you as a Distributor of Aon, you should contact Aon's Complaints Manager at:

Complaints Manager  
Aon Risk Services Australia Limited  
GPO Box 4189  
Sydney NSW 2001  
[au.compliance@aon.com](mailto:au.compliance@aon.com)

If you are not satisfied with the outcome determined by the Complaints Manager, you may contact the Australian Financial Complaints Authority (AFCA) who is an independent external dispute resolution body. AFCA's contact details are as follows:

**Phone:** 1800 931 678  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)  
**Website:** [www.afca.org.au](http://www.afca.org.au)  
**Mail:** GPO Box 3 Melbourne VIC 3001