

Hippo Wealth Services Guide



Who we are

Hippo Wealth is Australia's One-Stop Insurance and Claim Services platform.

We partner closely with Australia's top insurers to offer you selected insurance solutions across Australia virtually, giving you transparency, choices and control, so you feel empowered to tailor your own protection plan that meets your requirements.

Mission Statement

Our mission is to provide unshakeable security and peace of mind to every family and business across Australia, safeguarding what matters most.

Hippo Story

The Hippo Wealth's journey originated in 2011, where Jeffrey Liu, principal adviser and founder of Hippo Wealth, started his risk management career path in the Australian Big four banks as an insurance and wealth specialist, Quality Advice Coach, Bilingual Financial Adviser. In 2017, he was selected by a renowned Australian Family Office to be the General Manager of Wealth Management, focusing on the development of insurance and wealth business.

During Covid19 crisis in 2020, Jeffrey saw that many Australian suffered significant losses because they are unaware of potential risks and under-insured. In order to help more families protected, Jeffrey resolutely established Hippo Wealth as Australia's One-Stop Insurance and Claim Services Platform, leveraging his years of industry experience and professional knowledge, making it easier to understand, buy and claim insurance.

Our values are: Faith, Hope, Love, Care, Responsible, Action. With our 1-on-1 Insurance Specialist Service, we have won the trust and heart of every customer. Now, our Hippo Wealth clients and partners have grown from Sydney throughout Australia via word of mouth. Our product lists have also developed from a few insurers to many global top insurers across a variety of insurance solutions. More and more clients have become our Hippo Wealth value advocates, sharing the same mission to help more families and business protected with a peace of mind.

Hippo Services

1 Insurance Services

We are a one-stop insurance and claim services platform in Australia. We help you compare the quality insurance products for free, empower you to tailor your protection plan that meet your requirements, and provide you with ongoing insurance management and claim services, saving you effort, time and money with a peace of mind.

Step 1: Compare Quotes
Step 2: Confirm Quote
Step 3: Complete Application

2 Claim Services

We are here for you when it matters most. Our dedicated claims service provides expert support for Life, TPD, Trauma and Income Protection, guiding you through every step so you can focus on recovery and family.

Contact us today to see how we can help.

Who Needs Insurance



Health Professionals

For example: GP, Medical Specialists, Dentists, Nurses, Allied Health, Pharmacists, etc.



White Collar

For example: CEO, General Manager, Director, Account manager, Office Worker, etc.



Blue Collar

For example: Electricians, Plumbers, Decorators, Cleaners, Builders and other Construction workers, etc.



Self-Employed

For example: Accountants, Lawyers, Mortgage Brokers, SME Business Owners, Entrepreneurs, etc.



Technical Professionals

For example: Software Engineers, Civil Engineers, Mechanical Engineers, AI experts, etc.

How To Get Protected

We are committed to empowering you; providing insurance education and financial knowledge and tools, allowing you to tailor your desired protection plan that best meets your requirements and build a wealth shield against any potential financial risks and losses!

1.Compare

Compare available covers and choose your preferred option that meets your requirements.

2.Confirm

Tailor and Finalise your quote according your protection balance point.

3.Complete

Fast and Easy submission via Phone or VC. We'll take care of the rest.

Why Choose Us

Free comparison

Our comparison service will help you find the balance point, saving you time and effort.

Superior Product

Leading Insurers, Selective Insurance Brands, Dedicated Adviser Channel Support.

Competitive Pricing

No Added Fees, No Hidden Fees, More Exclusive Discounts, Further Reduced Premium.

Dedicated Claims Service Team

Ongoing insurance management and claim services, 24/7 global protection, giving you a peace of mind.

Hippo Academy

Share wealth management knowledge9 financial education and risk management techniques.

Hippo Benefits

Win-Win resources, network and partnerships with various reward programs.

Our Partners



Financial Services Guide

ASIC Representative number: 1247214

Adviser name: Mengqi Liu

Adviser signature: 

Date signed:

1 This Financial Services Guide (FSG) is dated 13th May 2024.

It provides you with the information about the financial services provided to you by Consilium Advice Australia Pty Ltd (CAA), and its representatives. You should also refer to the Product Disclosure Statement (PDS) for the insurance product. The purpose of the PDS is to help you understand financial products and make your own informed decision about whether to acquire the Insurance Product. The PDS includes information such as risks, benefits, and characteristics of the particular Insurance Product.

2 Consilium Advice Australia Pty Ltd

CAA Pty Ltd holds an Australian Financial Services License 246623 and is authorised to provide General Advice only. CAA Pty Ltd may be contacted by phone **02 8003 6899** or in writing to **Level 11, 65 York Street, SYDNEY NSW 2000**.

3 Financial Services Provided

Authorised Representatives of CAA may discuss with you the offer of insurance described in the accompanying PDS. These representatives are only authorised to provide you with general advice about the insurance product. They are not able to provide you with personal advice, which means they will not consider your personal or financial circumstances, needs and objectives. Everything they provide you is factual in nature and not tailored to you. If you wish to be provided with advice, you must discuss with a financial planner from a different AFSL.

4 How do I pay for the financial services provided?

There is ordinarily no charge to you for the general advice provided. When you purchase the Insurance Product, the Insurance company may pay the licensee 0% to 60% (ex GST) of the first year's premium and then ongoing trailing commission up to 27.50% (ex- GST) from the day following the first anniversary date (ex- policy fee and stamp duty). A percentage of both the initial up- front commission and ongoing trail commission is paid to the Authorised Representative as commission.

5 Referrals

In certain circumstances, we may refer you to third- party service providers, such as providers of Real Estate, Legal, General Insurance or Accounting Services. Where we do so, we may receive a financial benefit in the form of a referral fee, commission, or other payments. It is important to note that any referral arrangement we make does not fall under the services we provide as an Authorised Representative of our AFSL (CAA). Neither we nor the AFSL take any responsibility or liability for the products or services provided by these third- party service providers. We have not made any recommendations or given any advice regarding these services. These providers are independent entities, and you should carefully consider their terms, conditions and suitability for your individual needs before proceeding with them.

6 Compensation arrangements

CAA Pty Ltd is covered by professional indemnity insurance satisfying the requirements under s912B of the Corporations Act 2001 (Cth) for compensation arrangements. The insurance is subject for terms and exclusions. The insurance covers claims arising from the actions of employees or representatives of Consilium Advice Australia Pty Ltd, where even subsequent to these actions they have ceased to be employed by or act for Consilium Advice Australia Pty Ltd. You do not have a direct right to claim under this insurance, which is taken out to ensure sufficient resources will be available to meet claims against us.

7 Not independent

Consilium Advice Australia Pty Ltd and I as your Authorised Representative may receive commission based on your premium for the duration of time you hold an insurance policy, fees based on the volume of assets under advice and gifts and other non- monetary benefits. For these reasons, we are unable to refer to ourselves as 'independent', 'impartial' or 'unbiased'.

8 What if I have a complaint?

If you have a complaint, please contact us directly. Our contact details are:

☎ 02 8003 6899

✉ admin@consiliumadvice.com.au

● The Complaints Manager,
Consilium Advice Australia Pty Ltd
Level 11, 65 York Street
SYDNEY, NSW, 2000

We will respond to your complaint within 30 days. If you are not satisfied with our response, or if you have not received a response from us within 30 days you can contact the: Australian Financial Complaints Authority (AFCA), which is a service for consumers. The contact details for AFCA are:

☎ Toll free: 1800 931 678

✉ info@afca.org.au

● GPO Box 3 **MELBOURNE** VIC 3001

🌐 www.afca.org.au

· Client 1 name

· Signature

· Date signed

· Client 2 name

· Signature

· Date signed

Insurance Disclosure Warning

1 What is your duty of disclosure?

You need to be careful to answer all questions on the application truthfully and ensure that you tell the insurer everything that is relevant to the insurer's decision whether to insure you and, if so, on what terms. For example, any visits to doctors for treatment in relation to an illness or accident. Even if you believe the issue has been resolved and you have recovered, you must disclose this information, as it may be relevant in the event you make a claim on the policy.

Remember you should also disclose any consultations you have (or will have) with doctors after you have signed an application form for insurance, but before the policy has been issued by the insurer.

2 What happens if you do not meet your duty of disclosure?

There are circumstances in which the insurer can void the policy, vary the sum insured or vary the contract terms for any non-disclosure or misrepresentation by you prior to the date the policy is issued (this includes the duration of the assessment of your application) This also relates to situations where you may have omitted or misrepresented something by accident. Insurers will have access to your previous Medicare history and if you have failed to disclose something then the insurer may choose to void the policy.

It is important to note that insurance policies entered into prior 1 July 2014 are subject to a 3-year non-disclosure period. After 3 years the insurer can only void these contracts as a result of fraudulent non-disclosure. If these policies are replaced the disclosure requirements will recommence. From 1 July 2014 life insurance contracts that pay a death benefit or surrender value continue to be subject to a 3-year non-disclosure period. However, for other insurance policies the insurer can void the policy, vary the sum insured or vary the contract terms for non-disclosure at anytime.

Please do not cancel any existing policies if you have experienced any changes to your health, occupation, or pastimes that you have not disclosed to the insurer prior to the acceptance of the policy.

I have read and understand my duty of disclosure and agree to advise the insurer of any other relevant information prior to the issue of insurance.

I fully indemnify the Financial Adviser and the licensee for any information that may be false or inaccurate contained in the insurance forms that I have signed. I agree that I am entirely responsible for the completeness and accuracy of this information and I confirm that I have checked my application to be complete and correct to the best of my knowledge or that a reasonable person would be expected to know.

...

• Client 1 name

• Signature

• Date signed

• Client 2 name

• Signature

• Date signed

General Advice Agreement and Authority to Proceed

Appointment date

Adviser name: **Mengqi Liu (Jeffrey)**

ASIC rep number **1247214**

FSG Version number **10**

FSG Version date **13/05/2024**

Client 1 name

Client 2 name

FSG presented ☒ Yes ☐ No

Signed copy held by Adviser? ☒ Yes ☐ No

General Advice Only

As an Authorised Representative of Consilium Advice Australia Pty Ltd, AFSL 246623, I can offer you General Advice only on any of the products below. We are unable to take into account any of your financial or personal information. You will need to decide the level of cover you require. And whether the product is suitable for your objectives, financial situation or needs. If you require any further information before making a decision, please refer to the relevant Product Disclosure Statement (PDS)

★ Please select from the following list of services

Your Choice of Cover	Client 1	Client 2
Life Cover Protecting your future. In the event of death or terminal illness, Life Cover can provide a lump sum benefit.	☐	☐
Total and Permanent Disability Cover When an illness or injury permanently prevents you from working in your occupation or any occupation, Total and Permanent Disability Cover can provide a lump sum benefit.	☐	☐
Trauma Cover If you suffer from one of the listed major health events, Trauma Cover can provide you with the financial resources to make lifestyle or career adjustments to help you recover. Trauma can provide a lump sum benefit.	☐	☐
Income Protection Cover When illness or injury prevents you from working in your occupation or any occupation, Income Protection Cover supports you by paying a monthly benefit.	☐	☐
Active Cover Active is a 3- in-1 package of insurance (e.g. Life, TPD, Trauma) designed to provide long term protection against the financial impact of severe illness, injuries, terminal illness and death. Active Cover pays on 169 health events (More than any trauma Cover in Australia). A higher proportion of benefit is paid for more severe events and you can make multiple claims over time. This also recognises that if you survive a severe health event, financial protection against further health events is an ongoing, long-term need.	☐	☐

* Client Acknowledgement and Authority To Proceed

In accepting the purchase of this product, I acknowledge that:

- I have received the relevant Product Disclosure Statement (PDS) and Financial Services Guide.
- Neither the Adviser named below nor any other Adviser of Consilium Advice Australia Pty Ltd has given me any Personal Advice, nor made any form of, or implied, recommendation about the product.
- Neither Consilium Advice Australia Pty Ltd nor any of its Advisers shall be responsible in any matter for any loss or damage suffered or arising from the purchase of the product.
- It has been explained to me that the advice given has been General in nature and that my objectives, financial situation and/or particular needs have not been considered or taken into account by the adviser when preparing the purchase and calculating the cost of the above product. purchase and calculating the cost of the above product.
- I acknowledge that I have been given sufficient information, including the PDS, to make my own informed decision about purchasing the product under general advice only.
- I have answered all the medical, personal and lifestyle questions honestly and completely on the applicable product application form as required by the product issuer
- I further confirm that I have thoroughly reviewed and re-checked the answers recorded on the application form and these answers are completely correct as I have directed the adviser. I understand that any failure to fully disclose my medical history or any other relevant matters is my responsibility and may void my policy or contract. I take full responsibility of any non-disclosure on any applicable application form.
- I'm aware that Consilium Advice Australia Pty Ltd & the Adviser receive brokerage, as disclosed in the applicable prospectus, information brochure, product disclosure statement or other brochure, for arranging the product for me
- If I do not continue with the purchased insurance product for a full 2 yrs. or my policy is voided due to any non- disclosure & the brokerage received by the adviser is returned to the product issuer, then if requested, I agree to reimburse the adviser the amount returned to the product issuer for his/her services.

Target Market Determination (TMD)

I have been provided with a copy of the Target Market Determination (TMD) prepared by the product issuer for the insurance product/s that I wish to purchase as detailed in the insurance application.

I also confirm that my Adviser has explained to me all parts of the TMD and agree that I fit within the class of consumer described in the TMD

I also confirm that the products that I have chosen to purchase (subject to underwriting guidelines) suit my objectives, financial situation and needs as outlined in the TMD.

My Adviser has also explained to me the product features, and complexity of the product as outlined in the TMD.

I hereby acknowledge the above and authorise Hippo Wealth specialist as the representative of Consilium Advice Australia Pty Ltd to arrange the Insurance Policy on my behalf and I accept and agree that I have only received General Advice in relation to this product.

• Client 1 name

• Signature

• Date signed

• Client 2 name

• Signature

• Date signed