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CONFIDENTIAL

Mr Simon Sherwood
Office of the Solicitor Assisting
Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry
Level 34, 600 Bourke Street, Melbourne

13 June 2018

By email: [REDACTED]

Dear Mr Sherwood,

Notice to Produce No. NP-497

I refer to your email of 7 June 2018 and to the Notice to Produce No. NP-497 attached to it (Notice).

Please find attached to this email electronic copies of all documents in Select's possession, custody and control which respond to that Notice. I have also set out below information which may assist the Commission in understanding Select's response to the Notice, adopting the paragraph numbering of the Notice:

- a) In respect of paragraph 4.8 of the Statement, any documents recording actions taken by Mr Howden "to ensure that such a situation does not arise again".

In regard to this matter I dismissed the agent after conducting an internal disciplinary meeting. Annexure RH-01 is a copy of the invitation issued to attend that meeting and Annexure RH-02 is a copy of the dismissal letter which records my actions.

b) In respect of paragraph 5.3 of the Statement:

- i. Since 1 January 2013, any documents containing or summarising “the ethical standards to which Select adheres”;

The table below provides the documents that Select and the group use to promote the company’s values

Document	Commentary	Annexure
Company values	Training provided on joining the company and on an ongoing basis.	RH-03
Compliance training	Training provided on joining the company and on an ongoing basis.	RH-04
Phone Etiquette	Training provided on joining the company	RH-05
Duty of Care guideline	Training provided on joining the company and on an ongoing basis.	RH-06

- ii. Any documents recording actions taken by Mr Howden to correct “breaches of the law and breaches of the ethical standards to which Select adheres”;
- The company has commenced a voluntary remediation programme in respect of the spike of funeral sales in 2015 (refer to Rubric 4-23) including dismissing the 2 agents responsible for abusing the company’s procedures and values (Annexures RH-07 and RH-08)
 - I dismissed the agent responsible for misconduct in rubric 4-31 (Annexure RH-02)
- iii. Any documents in relation to the internal disciplinary hearing conducted in June 2018;
Please refer to “Invitation to disciplinary meeting” (Annexure RH-01). No other documents were created by, or on behalf of Select.
- iv. Any documents in relation to the dismissal of the Select representative in June 2018;
The employee termination letter, a copy of which is Annexure RH-02, is the document which relates to the dismissal.

- c) In respect of paragraphs 7.4 – 7.7 of the Statement, any documents setting out the features of the incentives and awards referred to therein.

Paragraph	Incentive	Features
7.4 a.	Vespa scooter	Refer to Annexure RH-09
7.4 b.	Gold coast cruise	Refer to Annexure RH-10
7.5	Las Vegas trip	Refer to Annexure RH-11
7.6	BlueInc Group quarterly staff awards	Refer to Annexure RH-12
7.7	Team incentives	No document records these features. These are on an ad hoc basis, subject to a maximum allowance of \$100 per head

- d) In respect of paragraphs 13.2 of the Statement, any document recording the review of the circumstances undertaken by Select's Quality Assurance department.

A member of the QA department listened to the sales call and recommended that Customer Service refund all premiums paid on the policy. Apart from the confirmation of cancellation and premium refund letter (already provided with Rubric 4-31) there are no other documents.

- e) In respect of paragraphs 13.4 of the Statement, any documents recording the steps taken by Mr Howden "to ensure that any such issues ... are immediately referred" to him.

There are no documents at this stage. I have verbally instructed the compliance department to perform a review of the internal disputes resolution process, including escalation steps.

- f) In respect of paragraphs 13.5 of the Statement, since 1 January 2013, any documents recording the policy retention rates of Select representatives.

Select does not routinely produce documents recording the policy retention rates of Select's representatives. It does not retain any documents. Paragraph 13.5 of the Statement was based on verbal confirmations given by sales management at the time who were familiar with retention rates.

g) In respect of paragraphs 13.6 of the Statement, any documents recording.

- i. Mr Howden's instructions in respect of the "full review of all calls made by this representatives";

There is no document at this stage. I have verbally instructed the compliance department to perform a review of all calls made by this representative.

- ii. Any results, whether preliminary or final, of the "full review".

There is no document at this stage as the full review is still underway.

Yours faithfully



Russell Howden
Managing Director

