
Current position

Currently, insurers must pay the Victorian government a fire services contribution each financial year based on premiums it has collected in that financial year.

There are certain classes of insurance policies on which an insurer has to pay the mandatory contribution premium. In these cases, the premium includes an amount relating to the fire services contribution, which is usually shown on the policy renewal notice as a fire service levy.

After 30 June 2013

The Victorian government will be changing the method for funding the fire service levy in Victoria after 30 June 2013. This will mean that insurers will not be required to fund the fire services levy from that date. Instead, it will be funded through a property levy or 'rates-based' method.

This is expected to affect the premiums policyholders are required to pay. The office of the Fire Services Levy Monitor will be created to monitor the level of premiums and can refer complaints about premiums to an appropriate body.

FOS's Terms of Reference

FOS can only consider disputes that fall within our Terms of Reference. This will not include most disputes about the fire services levy or its effect on insurance premiums.

As a rule, under paragraph 5.1b) of our Terms of Reference (TOR), we are not able to assist with a dispute about the level of a fee, premium, charge or interest rate. *This would include the calculation of the fire services levy.* There are some exceptions, which are outlined in our TOR as follows:

- non-disclosure, misrepresentation or incorrect application of the premium, taking into account reasonable increases
- a breach of any legal obligation or duty on the part of the consumer's insurance company

What can I do?

Speak to your insurer if you believe they have incorrectly calculated your premium. You can also make enquiries at other insurance companies to compare your rate.

More information is available on the Consumer Affairs Victoria [website](#) or by calling them on 1300 55 81 81.

The Fire Services Levy Monitor can be contacted by phone on 1300 300 635, by email enquiries@firelevymonitor.vic.gov.au or through their [website](#).