

The financial services referred to in this financial services guide (FSG) is offered by Steadfast Eastern Insurance Brokers Pty Ltd (SEIB) ABN 13 166 553 671, AFS Licence No. 449768.

Our Office details

Street Address: Suite 13, 317 Whitehorse Rd,
Nunawading Victoria 3131
Postal Address: P.O. Box 207, Nunawading Vic 3131
Office: (03) 9842 9333 or National: 1300 500 700
E-mail: insure@steadfasteastern.com.au
Website: www.steadfasteastern.com.au

Lack of Independence

Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you.

SEIB are not independent, impartial or unbiased pursuant to section 923A of the Corporations Act because:

- We may receive commission, gifts or other benefits when we provide personal advice to you in relation to insurance products and other financial products; and
- We may have associations or relationships with issuers of insurance products and other financial products.

Further information about these benefits and relationships is set out in this Financial Services Guide.

If you have any questions about this information, please ask us.

Our Services

This Financial Services Guide (FSG) describes the services that we can provide to you. It is designed to assist you in deciding whether to use any of the services described below, and it describes how SEIB is remunerated for these services, our professional indemnity insurance and how any complaints you may have are handled.

- the services we offer you;
- how we and others are paid;
- any potential conflict of interest we may have.
- our internal and external dispute resolution procedures and how you can access them;
- arrangements we have in place to compensate clients for losses; and
- any organisations to which we are associated.

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Further information when personal advice is given

We will provide you with further information whenever we provide you with advice which considers your objectives, financial situation and needs. This information may include the advice that

we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a Statement of Advice (SOA).

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurers or insurance providers that we deal with regularly. In giving you advice about the costs and terms of recommended policies we have not compared those policies to other policies available, other than from those insurers we deal with regularly.

Product Disclosure Statement

If we offer to arrange the issue of a retail insurance policy to you, we will also provide you with, or pass on to you, a Product Disclosure Statement (PDS), unless you already have an up to date PDS. The PDS will contain information about the policy which will enable you to make an informed decision about purchasing that product.

From when does this FSG apply?

This FSG applies from **15th February 2024** and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

Your Duty of Disclosure

Your policy is a consumer insurance contract.

When answering any verbal questions or in any proposal form, when you make changes to the policy or at renewal, you have a duty to take reasonable care not to make a misrepresentation to the insurer.

You and any other insured person(s) must answer our questions with relevant and complete information, and you must not misrepresent any information that you give to the insurer. You have the same duty in relation to anyone else whom you want to be covered by the policy.

If you fail to comply with your duty and your insurer would not have issued the policy for the same premium and on the same terms and conditions, they may be entitled to reduce your liability under the policy in respect of any claim or they may cancel the policy.

If your failure to comply with your duty is fraudulent, your insurer may refuse to pay a claim and treat the policy as never having been in existence.

How can You contact Us?

You can contact us to give us instructions by post, phone or email on the contact number or details mentioned above.

Who is Responsible for the financial services provided.

Steadfast Eastern Insurance Brokers Pty Ltd holds a current Australian Financial Services Licence No: 449768 and is responsible for the financial services that will be provided to you.

In some cases, our services may be provided by Authorised Representatives (referred to as representatives) who have been provided with specific authority to provide services on our behalf. When dealing with our Representatives as a Retail Client, they will provide you with information on their relationship with us and the services they are authorised to provide. Our Representatives are authorised by us to issue an FSG to you on our behalf.

What kinds of financial services are we authorised to provide to you and what kinds of financial products do those services relate to?

Steadfast Eastern Insurance Brokers Pty Ltd is authorised to advise and deal in general insurance products to wholesale and retail clients. We will do this for you as your broker unless we tell you otherwise.

For other financial services, we may refer you to other authorised licensees who are qualified to provide the required advice or service.

Will I receive tailored advice?

Maybe, not in all cases. However, we may need information about your personal objectives, details of your current financial situation and any relevant information, so that we can arrange insurance policies for you or to give you advice about your insurance needs. We will ask you for the details that we need to know.

In some cases, we will not ask for any of this information. If we do not ask, or if you do not give us all the information we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation.

You should read the warnings contained in an SOA, or any other warnings that we give you, carefully before making any decision about an insurance policy.

Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it.

We will review your insurance arrangements when you inform us about changes in your circumstances at the time of any scheduled status review or upon renewal of your insurances.

Contractual Liability and your insurance cover

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses).

Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal

advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

What information do we maintain in Your file, and can You examine the file?

We maintain a record of your personal profile, including details of insurance policies that we arrange for you. We may also maintain records of any recommendations or advice given to you. We will retain this FSG and any other FSG given to you as well as any SOA or PDS that we give or pass on to you for the period required by law

If you wish to look at your file, please ask us. We will make arrangements for you to do so; our files are all digitally maintained by appropriate scanning and archiving software.

How will you pay for the services provided?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in most cases we will also charge you a fee. These will be shown on the invoice documents that we send you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.

If there is a refund or reduction of your premium because of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer or charge you a cancellation fee equal to the reduction in our commission.

When you pay us your premium it will be banked into our Trust Account. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while it is in our Trust Account, or we may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

If you pay by credit card, we may charge you a credit card (including arrangement and handling) fee, which will be disclosed and shown separately on your invoice, they are non-refundable. This fee covers the cost of bank charges etc. associated with these facilities.

You may also pay your invoice utilising premium funding. If you do use premium funding, you are able to pay your premium by instalments, although you will incur a fee and interest. Any benefit we may receive as a result of premium funding being arranged for you is set out in this document.

How are any commissions, fees or other benefits calculated for providing the financial services?

Our commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula: X = our commission & Y% = the percentage commission paid to us by the insurer.

Our commission varies between 0% and 30%. The commission varies from policy to policy.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

For each policy we arrange for you our invoice will set out the broker fee and the commission we earn and will be shown on the Statement of Advice (SOA).

Any fees that we charge you will be based on the amount of time it will take us to place and maintain the policy of insurance for the insured period.

We may pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 1% to 50% of our commission or fees.

Our employees may also be invited to annual conferences, receive sponsorship for conferences, functions, meals, or other non-monetary benefits from external parties such as insurers, underwriting agencies or reinsurers. You do not bear the cost of these events and such relationships are managed under our conflicts of interest policy. Our policy is that any of the above received by us or our representatives that exceed \$350 per item or transaction in estimated value are potentially material and must be disclosed to our Compliance and Risk Manager in writing.

When we give you advice, we will inform you of any fees, commission, or other payments we, our associates or anyone referring you to us (or us to any insurer) will receive in relation to the policies that are the subject of the advice.

Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

Steadfast Eastern Insurance Brokers Pty Ltd is a Steadfast Group Limited (Steadfast) Network Broker and our brokerage company and principals/directors hold shares in Steadfast.

As a Steadfast Network Broker we have access to services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability

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advice and assistance, group insurance arrangements, product comparison and placement support, claims support, group purchasing arrangements and broker support services. These services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

Steadfast has arrangements with some insurers and premium funders (**Partners**) under which the Partners may pay Steadfast a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners.

You can obtain a copy of Steadfast's FSG at:
www.steadfast.com.au/financial-service-guide/

Steadfast Eastern Insurance Brokers Pty Ltd is a principal member of the National Insurance Brokers Association of Australia.

Premium Funding

If we arrange premium funding for you, we may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). If you instruct us to arrange a product, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 0% to 4% of funded premium. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to the other arrangements that were available to you. The amount of our commission and any fee that we charge will be set out in the premium funding contract.

Electronic Delivery of Disclosure Notices

Please note that where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you electronically, via email attachments or email links to documents/websites etc. If you have provided your email address to us, we will typically use that email address for all correspondence and disclosure notices. Should you not wish to

be sent disclosure documents electronically, please advise us and we will update our records.

No Call register

To ensure that we provide you with appropriate products and services, you agree to us calling you to discuss any new products and services.

If you do not wish to receive such calls, please advise us and we will place you on our Do Not Call Register.

Conflicts of Interest

As a business we have relationships with and receive income from various third parties as detailed in this FSG.

For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you. All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice.

Privacy

We are committed to ensuring the privacy and security of your personal information. The Privacy Act 1988 sets out standards for the collection and management of personal information. With your consent, we will only use your personal information for general insurance services.

Our Privacy Policy Statement is available free of charge, upon request and is also set out on our website:

www.steadfasteastern.com.au, alternatively, you can request a copy from us at: insure@steadfasteastern.com.au

What should I do if I have a complaint?

Contact us and tell us about your complaint. We will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 3 days, please contact our internal complaints officer on (03) 9842 9333 or put your complaint in writing and send it to Steadfast Eastern Insurance Brokers Pty Ltd at the address on the first page of this FSG. We will try and resolve your complaint quickly and fairly.

Our Complaints Officer will contact you if we require additional information or have reached a decision. Our Complaints Officer will advise you of the progress of your complaint and the timeframe for a decision in relation to your complaint.

If you are unhappy with our decision or in the unlikely event we cannot resolve a complaint within a maximum of 30 days, you may want to explore external review options like the Australian Financial Complaints Authority (AFCA).

SEIB is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA.

AFCA provides fair and independent financial services complaint resolution that is free to customers.

The AFCA can be contacted at:

Phone: 1800 931 678

Email: info@afca.org.au

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Website: www.afca.org.au

Mail: GPO Box 3, Melbourne 3001

How do we compensate clients for losses?

SEIB has a Professional Indemnity Insurance Policy in place which covers us and our employees and authorised representatives for claims made against us by clients as a result of the conduct of us, our employees or other representatives in the provision of financial services.

Our PI Policy cover us for claims relating to the conduct of representatives who no longer work for us.

This policy satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

Any Questions?

If you have any further questions about the financial services SEIB provides, please contact us. Our contact details are on the front page of this FSG.

Please retain this document for your reference and any future dealings with SEIB.